

Darya Roshan

New Jersey

LinkedIn.com/in/darya-r-5b9280bb/ • 917.951.2741 • daryaroshan@gmail.com

Data Science/Operations Leadership

Dynamic operations and business development career with a passion for data science.

Recent certification in Data Science combined with a Master's degree in International Transportation Management and a Bachelor's in software engineering. In-depth background in team leadership, project management, customer service, and operations/supply chain logistics. Adept at leading diverse groups to exceed expectations, fostering client and industry relationships, and effective problem solving.

*Machine Learning / Automation / Business Intelligence
Big Data Analytics / Statistics / Coding / Programming / Team Collaboration*

TECHNICAL PROFICIENCIES

Tools and Software: Microsoft Office - Advanced Excel (Pivot tables and VBS Scripting)), Word, PowerPoint, Outlook), Python 3, Panda, Matplotlib, MySQL, ETL, Big Data Analytics, Machine Learning, Tableau, JavaScript Charting, Bootstrap, CSS, HTML.

PROFESSIONAL EXPERIENCE

Shift Supervisor (RX) (12/2018 to Present)

CVS Health, New Jersey

Pharmacy Technician (12/2017 to Present)

Oversee all aspects of Pharmacy sales and operations as a Shift Supervisor in addition to accountability for customer service, staff performance, scheduling, and operations logistics. Lead opening and closing in support of store management, maintain quality controls and store policy implementation, resolve escalated customer issues, and prevent store shrink/losses.

Key Achievements:

- Leverage data science skills to systematically improve internal processes.
- Continuously recognized by management for outstanding performance, customer service, and operations management.

Freelance Marketing/Business Consultant (10/2014 to Present)

New York, NY

Delivered outstanding business and marketing growth strategies to a wide variety of clients, leveraging an extensive business development and sales background. Formulated plans to increase client revenues, penetrate new markets, and establish key industry relationships.

Director of Operations (8/2012 to 4/2014)

32Group, Dubai, UAE

Directed all aspects of global holding company business operations as a key cross-functional team leader, strategic planner, and business manager in charge of sales, purchasing, budgets, and effective resource allocation. Implemented and devised plans to continuously improve processes and realize significant

...Continued...

Darya Roshan

Page Two

revenue and sales growth. Recruited and trained new staff, strategically sourced and identified new markets, and worked with sales teams to close opportunities.

Customer Service and Operations Manager (8/2009 to 8/2012) 32Group, Dubai, UAE

Drove performance of internal customer service business unit and distribution center, developed KPIs, and guided teams in resolution of complex and challenging issues. Collaborated with cross-functional teams and continually refined customer service delivery.

Key Achievements:

- Successfully identified and implemented an online B2B booking engine, including recruiting and building a winning team and growing the online tourist portion of the business.

Additional Experience:

Hotel Contractor/Sales and Reservation Executive – DESTINATIONS OF THE WORLD – Dubai, UAE

Office Manager – CATHERINE FZCO – Dubai, UAE

Customer Relation Executive – AL HABTOOR MOTORS CO., LLC – Dubai, UAE

EDUCATION AND TRAINING

Master of Science (M.S.) in International Transportation Management, (2018)

Advanced Supply Chain Management Certificate

SUNY Maritime College, Bronx, New York

Bachelor of Arts (B.A.) in Computer Software Engineering

Iranian Azad University, Dubai, UAE

Technical Certifications

Data Science Certificate – RUTGERS DATA SCIENCE, New Jersey

Pharmacy Technician License (New Jersey)

Coursework in Negotiations, Decision Making, Conflict Management, Sales Techniques, and Customer Service.