

Profile Summary

Data Scientist/Analyst with 4 years of experience in data analytics/data science and 8+ years of experience in Telecom engineering, both inside and outside of Canada.

- **SQL Proficiency:** Advanced level in SQL (Microsoft Server), including advanced querying, data mining, and data cleansing.
- **Programming Proficiency: Strong experience in Python** for Data Science (Numpy, Pandas, Scikit-Learn, Seaborn, TensorFlow, PyTorch, Matplotlib, Plotly...)
- **Data Science/ Machine Learning (ML): Supervised and Unsupervised Learning: Predictive modeling** (Linear/Multilinear/Logistic regression, Classification/K-nearest neighbors, random forest/ **Decision Tree**, Cluster analysis, dimension reduction...)
- **Statistical Analysis:** Strong background in statistics/inference and mathematics with experience in statistical methods and modeling.
- **LLM and RAG:** Experienced in deploying a project using **RAG** to improve the output response of a "Hugging Face **LLM**".
- **AWS Cloud:** Experienced with AWS services (EC2, S3, Lambda, Redshift and others)
- **Visualization Tools:** Solid experience with **Looker, PowerBI and Tableau** (Dashboards / reports creation)
- **Communication: Highly experienced and Expert in** explaining and simplifying complex ideas for different stakeholders/teams; **exceptional written and verbal communication skills** coupled with outstanding **interpersonal skills**.
- **Presentation Skills:** Exceptional presentation and analytical skills with a talent for **storytelling**.
- **Team Collaboration** (Strong team player): Strong ability to partner and collaborate with team members with different backgrounds to optimize and improve work.
- **Reporting skills:** Highly experienced in generating comprehensive reports, including creating documentation.
- **Troubleshooting/Problem-solving:** Excellent troubleshooting and problem-solving abilities with outstanding interpersonal skills.
- **Highly motivated** with a creative mindset and open to learning new technologies and to engaging in ongoing professional and personal development
- **Self-Starter:** Dedicated self-motivated with **excellent prioritization**, critical thinking, and research skills.

Other skills

- Data ETLs and Pipelines with Solid knowledge of AWS Clouds
- Version control software and platform, Github/Git
- Knowledge of AWS Cloud services
- Familiar with application design and integration using Django, FastAPI and Flask.
- Experienced with JIRA, Confluence and other tools for project management and collaboration workflows.
- ChatGPT prompt engineering + ChatGPT APIs for building apps.
- Proficient in English and Fluent in French

Other Projects

- Using **SQL server** advanced querying to retrieve, clean, and prepare the data to analyze
- **Decision tree model** to classify patients and predict/Forecast the high likely of a candidate to get sick (or be sick) (leveraging F Score/Recall and Precision, False positives and True Negatives metrics) using Python
- Using Git/GitHub for version control in the data analysis workflow and modeling process (Python, SQL)
- **My Website including some of the projects:** <https://hsabaghpour.github.io/>

Professional Experience

TELUS

Data Analyst and RF Engineer

May 2019 – April 2024

- Responsible for Planning and optimizing of TELUS Wireless network in the lower mainland area including Vancouver Downtown, North/West Vancouver, Burnaby, TriCity, Langley and Surrey.
- Performing **data Modeling** to classify dissatisfied subscribers by analyzing complaint types and Network KPIs using **Clustering techniques such as K-nearest neighbors**.
- **Monitoring** Network Performance KPIs and **detecting anomalies** and degradations, identifying the root causes, **troubleshooting** and **mitigating** both significant and minor cases.
- Creating Dashboards and visualizations to track and monitor **streamed Data and traffic** using **Looker** and **Tableau**, **Google Cloud platform** and **Google Spreadsheet**.
- **Retrieving Data from multiple** resources such as Tableau or **Google Cloud Platform** using **SPLUNK** to **query the data** utilizing SQL-Like query language (SPL: Search Processing Language)
- **Preparing and presenting Market-Level reports** to different stake-holders.
- Achieving one of the highest performing markets within TELUS at the national level.
- Using **JIRA and Confluence** tools to manage and track project workflows and timelines.
- **Mentoring, training and supervising** new team members and Junior Engineers.

NOKIA RF Optimization Consultant and Data analyst

Nov 2017 – Apr 2019

- Responsible of providing RAN, RF support for Freedom Mobile Pre-Launch VoLTE project
- Implementing Nokia VoLTE feature and tuning the parameters after deployment to improve performance KPI.
- **Collecting data** from various sources, **preparing it and manipulating** it using (**SPLUNK, SQL**) such as signal strength, interference levels, network traffic and **performance metrics** from different network elements
- Using **Statistics** to interpret and provide the right solution and **recommendations** for a better performance.
- **Creating** thorough monthly **reports** and **Dashboards (using Power BI)** to assess and **monitor different data points** such as latency, coverage holes, Network load and call setup success rate.
- **Troubleshooting** high escalated drop calls and congestion network issues by **analyzing Network data to identify trends, patterns, and anomalies** in network performance and coverage.
- Collaborating with customer service and technology departments to **communicate findings and present recommendations** to implement improvements.

ERICSSON (Outside of Canada)

Data Analyst and RF performance (optimization Analyst)

Jan 2011 - Aug 2017

- Managing RF Optimization technical team for a multi vendor mobile operator, MTN. (Nokia and Ericsson)
- Fetching and collecting data from various sources using **SQL, Spreadsheets and OSS databases**.
- Utilizing **Excel and python** to visualize and monitor the network data and provide **recommendations for improvements**.
- Preparing and **presenting weekly reports** to different stakeholders to provide them with network updates and coverage performance.
- Supervising VIP and enterprise client complaints cases, in order to guarantee that the technical team is providing the best customer experiences throughout the network.

Education and Trainings

Master degree of Data Science: University of Colorado Boulder

B. Sc. In Engineering: University of Science and Technology 2003

The Advanced SQL Server Masterclass for Data Analysis - Udemy 2024

Statistics for Data Science and Business Analysis - Udemy 2018

Google Data Analytics Certification - Coursera 2024

Python and Machine Learning - Udemy - 2018

Python for Data Science and Machine Learning Bootcamp Online course - Udemy 2018