Mehrnoosh Hassani

Surrey, BC

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Microsoft certified data analyst associate. Critical thinker skilled in data preparation, process automation, transformation, modeling, visualization, and analysis in Excel, Tableau and Power BI. Adaptable problem-solver, well-versed in creating and managing workspaces, dashboards, and datasets.

Self-motivated and resilient team-player, highly praised by colleagues for taking initiatives and empowering peers. Reliable collaborator with superb time management skills, who was recognized at Microsoft for managing more than 400 clients to not be out of service-level agreement (SLA).

Technical Skills

- **Analytics:** Tableau, Power BI, Jupyter Notebook
- **Databases and DB Tools:** PostgreSQL, MySQL, DBVisualizer
- **Programming Languages / Technologies:** Python, DAX, Java
- **Version Control Systems:** Git, GitHub, Bitbucket
- **Microsoft Power Platform:** Power Apps, Power Automate, and Power Virtual Agents
- **CRM:** Microsoft Dynamics 365
- **Microsoft Office 365 Suite:** Excel, PowerPoint, Access, Word, OneNote, Outlook, Teams, SharePoint, OneDrive

Professional Experience

Microsoft, Vancouver, BC   2019 –2021
Product Advisor

Supported small-to-medium businesses to deploy and adopt Microsoft Power Platform solutions through demo and training sessions.
- Assisted customers via Microsoft Dynamics 365 CRM tool for resolving or escalating technical and non-technical issues and finding proper solutions in a timely manner.
- Demonstrated data governance and security in M365 Admin Center to business customers to enable them to be compliant with their policies and regulations.
- Mentored a wide range of customers for various Microsoft Products and Services.
- Ranked among the Top 3 Power Platform revenue leaders in FY21 Q2 by handling 442 cases (~32% of all cases in Canada). Achieved MVP in Nov 2020; was praised for managing > 400 Power Platform clients to not be out-of-SLA.

Best Buy, Burnaby, BC   2018 - 2019
Certified Omni-Channel Specialist

Helped customers in the Customer Service department.
- Filed Audit reports, price matches, and guarantee claim reports.
- Fulfilled store's daily opening and closing operations.
- Recognized as Best Employee of Dec 2019 and received two Honesty Pay awards.

Zanjan Telecommunication Company, Zanjan, Iran   2006 –2006
Database Analyst (Internship)

Involved in re-designing, analyzing, normalizing, and data entry of the human resources database.
- Migrated tables and data from Microsoft Access to Microsoft SQL Server.
- Helped with financial data organization and entry.

Recent Analytics Projects

Canadian Wildland Fires ([Link to project](#))

- Optimized fire control activities by applying advanced analysis techniques including Geospatial analysis with a shapefile, Regression and Cluster analyses, and Time-series analysis on an open-source dataset from CWFIS (Canadian Wildland Fire Information System) Datamart.
- Examined previous wildland fire data within Canadian provinces and national parks using Python exploratory techniques. Identified a positive relationship between weather conditions and size of fires utilizing scatterplots, correlation heatmaps, pair plots, and categorical plots.
- Presented narrative and results in a Tableau story.

InstaCart ([Link to project](#))

- Improved targeted marketing by constructing a combined dataset consisting of over 32.4M orders of InstaCart (an online grocery store) and analyzing consumer ordering behavior with Python. Used memory optimization techniques for dealing with large datasets.
- Derived insights and suggested strategies for better segmentation based on customer profiling. Used Matplotlib, SciPy, and Seaborn libraries to visualize the plots.

Rockbuster ([Link to project](#))

- Extracted ERDs of the data of a fictitious Movie Rental Company, Rockbuster, using DBVisualizer, to verify it conforms to Star schema yielding high-performance queries.
- Applied SQL commands in PostgreSQL to query, filter, and analyze the data to answer business questions.
- Utilized Tableau storyboard to present the reports and dashboards to stakeholders.

E-commerce sales executive dashboard ([Link to project](#))

- Assessed regional year-to-date sales data for an e-commerce company operating in the US by developing sales KPIs and designing a Power BI dashboard to enable the executives to extract insights based on different business segments, product categories, and regions.

Education

- **Master of Science (MSc),** IT Engineering, Shiraz University, Iran (top-5 universities in Iran)
- **Bachelor of Science (BSc),** IT Engineering, Zanjan Graduate University of Basic Sciences, Iran

Certificates

- Data Analytics Full-time Program, CareerFoundry, Berlin, DE   2022 - 2023
- DA-100: Data Analyst Associate, Microsoft   2021 & 2022
- PL-900: Power Platform Fundamentals, Microsoft   2021

Volunteering Experience

MOSAIC, Burnaby, BC
Volunteer Staff

- Provided interpretation and translation services for new immigrants.
- Helped with various events and activities held for new immigrants, including job fairs.

Goopter eCommerce Solutions, Burnaby, BC
Volunteer Android Programmer

- Identified and resolved UI issues in Goopter's Android App.