Mehrnoosh Hassani

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Data Analyst

Analyze and Interpret Data | Uncover Data Patterns and Trends | Support Data-driven Decision Making

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

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-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
- **Microsoft Office 365 Suite:** Excel, Power Point, Access, Word, OneNote, Outlook, Teams, SharePoint, OneDrive
- **Google Docs Suite:** Docs, Sheets, Slides

Recent Projects

Canadian Wildland Fires

Analyzed previous wildland fire data in Canadian provinces and national parks to optimize fire control strategies. Sourced an open-source dataset from CWF Information System Datamart. Conducted the following analyses using Python:

- Exploratory analysis through visualizations (scatterplots, correlation heatmaps, pair plots, and categorical plots)
- Geospatial analysis using a shapefile.
- Regression analysis
- Cluster analysis
- Time-series analysis
- Analysis narrative and results (presented in a Tableau story)

InstaCart

Performed an exploratory analysis in Python on over 32.4M InstaCart's (an online grocery store) orders and consumer behavior data to improve targeted marketing. Combined large datasets, dealt with memory issues, derived insights and suggested strategies for better segmentation based on the customer profiling. Used matplotlib, SciPy, and Seaborn to visualize the plots.

Rockbuster

Extracted ERDs of the data of a fictitious Movie Rental Company, Rockbuster, using DBVisualizer, to verify it conforms to Star schema. Applied SQL commands in PostgreSQL to query, filter, and analyze the data. Used Tableau storyboard to present the reports and dashboards to stakeholders.

Professional Experience

Microsoft, Vancouver, BC   Sep 2019 – May 2021
Product Advisor

- Promoted and 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.
- 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   Aug 2018 - Sep 2019
Certified Omni-Channel Specialist

- Helped customers in 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   Jun 2006 – Sep 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.

Education

- M.Sc. in IT Engineering, Shiraz University, Iran (top-5 universities in Iran)
- B.Sc. in IT Engineering, Zanjan Graduate University of Basic Sciences, Iran

Certificates

- Certificate on Data Analytics Full-time Program, CareerFoundry, Berlin, DE   Jun 2022 - Apr 2023
- Certificate on DA-100: Data Analyst Associate, Microsoft   Sep 2021, renewed in Sep 2022
- Certificate on PL-900: Power Platform Fundamentals, Microsoft   Apr 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

- Was involved with identifying and fixing UI issues in Goopter's Android App