

MOBIN MOMENI

JUNIOR DATA ANALYST & BI DEVELOPER

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OBJECTIVE

Passionate about data analysis and dashboard design, with a foundation built through coursework and projects using python and power BI to interpret trends. Seeking an internship to further develop skills and contribute to impactful projects.

EXPERIENCE

Support Specialist | Douman Samaneh (Gamma Helpdesk)

2024 – NOW

- Collected and analyzed support data to pinpoint recurring issues and trends, generating actionable insights for process improvement.
- Partnered with technical and analytics teams to diagnose and resolve complex problems by implementing data-driven solutions.
- Compiled detailed performance reports and support metrics to guide strategic decision making.
- performed user training sessions and offered ongoing guidance, leveraging feedback to refine support practices and system functionality.
- Prepared a comprehensive FAQ based on customer inquiries, reducing incoming support calls by approximately 40%.

Power BI Developer | City Bank

2025

This experience was completed as a project.

Designed and developed an interactive dashboard in Power BI to monitor IT support performance and hardware inventory for a simulated helpdesk environment in City Bank.

- Integrated data from support ticket systems and asset management logs.
- Visualized ticket volume, response time, resolution rates, and issue categories.
- Tracked hardware parts, device types, and request frequency.
- Built dynamic filters for department-level and branch-level drill-down.
- Improved data model performance and enabled actionable insights for IT management.

Intern BI Developer | Andisheh Electric corporation

2025

This experience was completed as a standalone project.

- Extracted and cleansed data from company databases, ensuring accuracy and readiness for analysis.
- Developed interactive dashboards using Power BI, enabling effective monitoring of key performance indicators.
- Established and managed relationships between data tables to create cohesive data models.
- Collaborated with the data analysis team to translate requirements into actionable insights.
- Optimized data models to enhance performance and efficiency in data retrieval and visualization.

SKILLS

- | | | | |
|-----------------|--------------------|---------|-----------------------|
| • Power BI | • Machine Learning | • Git | • Problem Solving |
| • Data Modeling | • Python | • ETL | • Time Management |
| • DAX | • SQL Server | • Linux | • Team Collaboration |
| • SQL | • Microsoft Office | | • Continuous Learning |

EDUCATION

BA Computer Engineering | Islamic Azad University

2022 – NOW

COURSES

Data Analysis: Statistical Modeling and Computation in Applications | MIT (powered by edx)

Python Machine Learning With JADI | Maktab Khooneh

DAX Learning in Power BI | Faradars.org

Learning ETL Using SSIS | Faradars.org