

PEGAH CHAVOSHI CHAMANI

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SUMMARY

Experienced Engineering Management professional proficient in Excel, SQL, Tableau/PowerBI, GIS, and Project Management seeks a challenging position. Strong communication and presentation skills, committed to organizational growth and success.

EDUCATION

Master of Engineering Management, Industrial and Systems Engineering, Lamar University Beaumont, TX — 2019 - 2021

Bachelor of Science in Computer Engineering, Azad University Sari, Iran — 2008 - 2013

SKILLS

Technical Skills Data Visualization (Tableau, Power BI), MS Excel, Google Sheets, Data Analysis, Salesforce, SAP CRM, SAS Visual Analytics, SAP BW/4HANA, Data Modeling, Crystal Reports, SAC, Risk Analysis (Palisade: @Risk, Precision Tree), Project Management (MS Access, MS Project, Oracle Primavera P6), SQL

EXPERIENCE

Data Analyst March 2022 - March 2023
Apple Inc. via Apex Systems *Cupertino, CA*

- Enhanced overall 3D-generated data quality by 20% through deficiency analysis and remediation
- Employed highly effective techniques to accurately identify and efficiently correct issues by annotating 2D imagery
- Tested new tools for proprietary GIS software, resulting in a 15% increase in efficiency when working with large datasets
- Conducted QA for large datasets, including data content analysis and new dataset assembly, resulting in a 98% accuracy rate
- Detected over 50 distinct patterns and trends through spatial mapping data analysis, providing valuable insights for stakeholders
- Crafted detailed reports on geographic data using impactful data visualizations, resulting in 30% improved comprehension by stakeholders

Executive Sales Consultant/Sales representative Oct 2013 - March 2015
Kosar Insurance *Qaemshahr, Iran*

- Conducted 70+ cross-functional team meetings and prepared reports using Excel and PowerPoint
- Trained and coached 30+ new hires on data-driven business processes, resulting in a 20% increase in productivity
- Used data analysis to identify key drivers of customer satisfaction, resulting in a 15% increase in customer excellence scorecard rating
- Developed targeted communication strategies during enrollment seasons that broadened customer enrollment by over 50%
- Improved sales performance by maintaining a 55% sales rate on inbound queries through active listening and product knowledge, and identified areas for process improvement
- Exceeded customer loyalty targets by 25% through data-driven relationship building
- Administered sales operations, including processing payments and managing customer contracts and warranties

- Assisted in producing financial statements with a high level of accuracy, resulting in a 95% completion rate for monthly financial reports and a 20% reduction in reporting errors

Travel Agent, Intern
Javahery Travel Agency

June 2013 - Sept. 2013
Qaemshahr, Iran

- Earned 85% customer satisfaction scores through an effective feedback management
- Achieved 30% increase in travel sales by proactively up-selling domestic and international attractions.
- Implemented effective customer service process reducing refund requests by 25%
- Supported daily purchasing operations, ensuring accuracy, efficiency, and proper record-keeping
- Prepared weekly financial reports using Excel and PowerPoint, providing valuable insights for senior management

PROJECTS

- **Hotel Data Analysis**
 - Developed a database to analyze and visualize hotel booking data using MySQL Server and Power BI
 - Accomplished hotel revenue analysis and assessed guest parking capacity
- **COVID-19 Vaccine Tracker**
 - Created a dashboard to track COVID-19 vaccination progress around the world using Tableau for data visualization
 - Analyzed and visualized the data using interactive charts, graphs, and maps
 - Identified trends and patterns in the vaccination data using statistical analysis and data visualization techniques
- **Netflix Financial Risk Analysis**
 - Conducted Monte Carlo simulation to analyze Netflix's financial risk
 - Applied decision tree and FMEA techniques for cost and benefit analysis
- **Global Bike Incorporated (GBI) Products' Price List Report**
 - Created a report in SAP Crystal Reports, showing the company's product price list through the analytical data
- **GBI Inc. Sales Analysis**
 - Developed a query using Eclipse-based design to analyze the company's sales quantity, revenue, discount, and cost of goods manufactured using BW modeling tool in Microsoft Excel spreadsheet
 - Calculated the percentage discount using the percentage function
 - Performed currency conversion for the GBI's sales and revenue
- **Orion Star Financial Analysis Dashboard (SAS-VA)**
 - Provided detailed profitability and quantity data for each category in financial analysis dashboard
 - Assisted in making informed decisions regarding product mix, pricing, and other key business strategies
 - Highlighted low-profit and order categories, identified loss-generating fitness products and top ordering cities to improve profitability
- **SAP CRM Implementation at Global Bike Inc.**
 - Managed basic marketing tasks, such as creating and maintaining new customer accounts and designating contact persons
 - Planned marketing activities as a salesperson
 - Generated accurate customer account information utilizing the Account Information Sheet
- **Analysis of Amazon's Organizational Structures and Cultures**
 - Performed a research study about Amazon's major competitors
 - Evaluated in-depth research on Amazon's major competitors and examined the challenges confronted by project managers at Amazon
 - Characterized the organizational cultures of the company using Mintzberg and Charles Handy models
- **Scheduling and Sensitivity Analysis of Models for MedCON**

- Utilized Microsoft Project to estimate project completion date by analyzing activity duration and predecessors
- Revealed the critical path and slack time to assess the project's sensitivity
- Assessed the relative impact of crashing activities and introduced lags to shorten the project duration
- Optimized the project's cost using crashing and start-to-start lags
- Adjusted the project time and duration using crashing and fast-tracking methods