

PEGAH CHAVOSHI CHAMANI

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SUMMARY

A recent graduate with a Master's degree in Engineering Management and a year of experience in GIS analysis and database management seeking a challenging position as a Data Analyst. With strong skills in data analysis, GIS, and software tools such as Excel, SQL, and Tableau, I am prepared to bring my knowledge and experience to a dynamic organization. As a collaborative team player with excellent communication and presentation skills, I am excited to contribute to the growth and success of the organization.

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 (MS Excel, Pivot Table, Google Sheets, Tableau, Power BI), 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 (PostgreSQL)

Soft Skills Team Management, communication, multi-tasking

EXPERIENCE

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

- Analyze and remedy deficiencies by making 3D-generated data
- Efficiently identified and corrected issues by annotating 2D imagery
- Tested new tools designed for the proprietary GIS software and generated ideas and workflows for improvement, especially while working on large datasets
- Performed QA/ QC for large datasets: Analyzed and validated data content and assembled new datasets
- Discovered patterns and trends through spatial mapping data
- Produced reports on geographic data utilizing data visualizations

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

- Facilitated 70+ meetings between cross-functional teams by preparing reports using Excel spreadsheets and PowerPoint
- Trained and coached 30+ new hires and mentored staff on new business processes
- Retrieved records and specific documents quickly upon request
- Improved customer excellence scorecard rating 15%
- Broadened over 50% of the customer enrollment during enrollment seasons by having a great communication skill
- Preserved 55% sales rate on inbound queries through active listening, and product knowledge
- Built relationships with clients to surpass customer loyalty targets by 25%
- Handled administrative aspects of sales by completing customer contracts and warranties, and processing payments

- Assisted in producing financial statements

Travel Agent, Intern
Javahery Travel Agency

June 2013 - Sept. 2013
Qaemshahr, Iran

- Achieved 85% customer satisfaction score based on feedback forms.
- Enhanced travel sales over 30% by up-selling international and domestic attractions
- Implemented an excellent customer service process that reduced refund requests by 25%
- Supported and managed day-to-day purchasing operations
- Presented weekly financial report using Microsoft Excel and Microsoft PowerPoint

PROJECTS

- **Scheduling and Sensitivity Analysis of Models for MedCON**
 - Estimated the project completion date by analyzing its activities duration and predecessors in Microsoft Project
 - Analyzed sensitivity by identifying the critical path and slacks
 - 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
- **Analysis of Amazon's Organizational Structures and Cultures**
 - Performed a research study about Amazon's major competitors
 - Characterized the organizational cultures of the company using Mintzberg and Charles Handy models
 - Identified and analyzed the challenges of project managers at Amazon
- **Analysis of the Impact of Google's Organizational Culture on Leadership**
 - Delineated differences in management and leadership in the company
 - Defined several methods of interacting with employees and their managers with different cultures
 - Identified a potential correlation between the concept of job performance, leadership, and organizational culture
 - Solved cultural and leadership problems using methods such as "practicing meditation regularly" and "discouraging 'got a minute' meetings"
- **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
- **Human Resource Implications of Foreign Corporate**
 - Analyzed the case through the lens of cultural intelligence
 - Explored potential problems Toivonen's corporate culture had in the Treelin facility
 - Introduced techniques to negotiate challenges in the cross-cultural environment
- **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
- **GBI Multidimensional Analysis**
 - Analyzed the sales data and calculated the key figures to compare sales and revenue through navigating the pivot table