PEGAH CHAVOSHI CHAMANI

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SUMMARY

Experienced data analyst with a background in Excel, SQL, and data visualization tools such as Tableau and Power BI. Proficient in data cleaning, transformation, and statistical analysis to generate insights that drive business decisions. Skilled in creating interactive dashboards and reports to communicate complex data findings to both technical and non-technical stakeholders.

EDUCATION

Master of Engineering Management, Business Analytics, Lamar University   Beaumont, TX — 2019 - 2021

Relevant Coursework: Business Intelligence, Customer Relationship Management, International Business, Team Leadership, Financial and Managerial Accounting Foundations

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

SKILLS

Technical Skills	Tableau, Power BI, MS Excel, Google Sheets, Outlook, SQL, MS Project, Salesforce, SAP CRM, SAS Visual Analytics, Data Modeling, Risk Analysis, SAP Crystal Reports, MS Access

EXPERIENCE

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

- Improved 3D data quality by 20% through deficiency analysis and remediation and achieved 98% accuracy rate in QA for large datasets
- Tested new tools for proprietary GIS software, resulting in a 15% increase in efficiency when working with large datasets
- 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

Sales Quality Analyst   March 2015 - July 2015
Kosar Insurance   *Qaemshahr, Iran*

- Analyzed performance, achieving 20% higher sales productivity and 90% customer satisfaction
- Compiled data, resulting in a 30% increase in conversion rates and improved customer feedback by 20%
- Monitored and improved sales interactions, ensuring 95% script adherence and 100% regulatory compliance

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

- Increased customer enrollment by 50% through communication strategies and led 70+ cross-functional team meetings with report preparation in Excel and PowerPoint
- Trained and coached 30+ new hires, resulting in a 20% productivity increase
- Managed sales operations, including payments, contracts, and warranties, using company CRM

Travel Agent, Intern   June 2013 - Sept. 2013
Javahery Travel Agency   *Qaemshahr, Iran*

- Achieved 85% customer satisfaction and a 30% increase in travel sales through effective feedback management and proactive up-selling
- Streamlined daily purchasing operations and provided valuable insights to senior management through weekly financial reports, ensuring accuracy, efficiency, and effective record-keeping

PROJECTS

- Bike Sales Analysis Dashboard
  - Developed a comprehensive Bike Sales Dashboard in Microsoft Excel
  - Analyzed sales trends based on factors such as gender, income, age, and commute distance to gain insights into customer demographics and behaviors

- 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

- 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

  - Generated accurate customer account information utilizing the Account Information Sheet

- 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

  - Utilized crashing and fast-tracking methods to adjust project time and optimize cost