SEPEHR (Seph) MOGHANI

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Australian Citizen

Motivated and versatile Data Science and Cybersecurity double major student with a strong academic background and a passion for solving complex problems. Proficient in data analysis, machine learning, and statistical modeling. Knowledgeable in network security, vulnerability assessment, and incident response. Seeking a challenging role to apply expertise in Data Science and Cybersecurity to drive innovation and enhance organizational security.

EMPLOYMENT HISTORY

Scheduler/ Office Admin at Indeko Curtain and Blind Studio
December 2021 – Current

Due to my enthusiasm, urge to learn, warm personality and never quitting attitude, I was hired as scheduler but soon, started working in Admin, installation, home automation specialist, and sales as well. Also, everyone in the office come to me if they have any technical questions or need technical help.

Office Duties: Handling administrative tasks with precision, exhibiting utmost professionalism in phone calls, emails, and correspondence in an office with 10 team members.

Efficient Invoice Processing: Utilizing the job management system (Quoterite) to process invoices and financial transactions accurately and on time.

Customer-Centric: Providing exceptional customer support, addressing inquiries, scheduling appointments, and resolving issues with warmth and compassion.

Resourceful Scheduling: Coordinate and schedule installation jobs, optimizing 3 to 4 installers on daily basis, technicians, and resources, and ensuring timely project completion.

Technical Troubleshooting: Responding to incoming client inquiries, skillfully analyze and diagnose technical issues with our products. Actively listening to clients' concerns, Identifying the root causes and offer effective solutions tailored to their specific needs.

Service Call Coordination: Organizing on-site service calls When technical issues cannot be resolved remotely. This involves coordinating with our service technicians, scheduling appointments, and ensuring that clients' concerns are addressed promptly and professionally.

Innovation and Collaboration: Contribute ideas for process improvement and collaborate with the team to drive Indeko's success.

Store Manager at Baskin Robbins
January 2018 – December 2021

Customer Service: As a Store Manager, I prioritize exceptional customer service, fostering a customer-centric culture where staff members are trained to exceed expectations and ensure a positive shopping experience.

Recruiting, Training, Supervising, and Appraising Staff: I take pride in building a high-performing team through rigorous recruitment, comprehensive training, and ongoing supervision. Regular appraisals provide constructive feedback to enhance individual and team productivity.

Maintaining Statistical and Financial Records: With a keen eye for detail, I meticulously oversee the accurate maintenance of all statistical and financial records, using data analysis to make informed decisions that optimize profitability and operational efficiency.

Dealing with Customer Queries: As a hands-on Store Manager, I personally address customer inquiries and complaints, prioritizing prompt resolutions to ensure customer satisfaction and foster long-term brand loyalty.

Pricing and Stock Control: I implement effective stock control procedures and pricing strategies, conducting regular audits to maintain optimal inventory levels that meet customer demand while minimizing holding costs.

Preparing Promotional Materials And Displays: With a creative flair, I design eye-catching promotional displays that attract customers and highlight featured products, boosting sales and reinforcing the store's brand image.

Liaising with Head Office: Through transparent communication with the head office, I share relevant store information and collaborate on marketing initiatives, leveraging local market insights to drive store performance.

Cake Decoration: Passionate about cake decoration, I contribute to the store's success by showcasing artistic skills in creating appealing and innovative cake designs, setting our store apart from competitors in the bakery section.

2016 – 2018

My family and I moved to Australia, I spent two years improving my English and helping my family establish business to meet our citizenship requirements. I also completed online software courses to keep my knowledge up to date. Also, in my spare time, I delivered food to make money.

Junior Surveyor at Shirineh Gas Company (Iran)
October 2014 – September 2016

Shirineh Gas Company is a construction company responsible for installing gas pipelines throughout Iran's rural and urban areas.

Accurate measurement of land for the gas pipelines to be laid,
Accuracy and overall straightness of gas lines after they were laid down and ready for final welding and x-ray.
Conduct surveys to establish legal boundaries for properties, based on legal deeds and titles.
Record the results of surveys, including the shape, contour, location, elevation, and dimensions of land or land features.
Calculate heights, depths, relative positions, property lines, and other characteristics of terrain.
Plan and conduct ground surveys designed to establish baselines, elevations, and other geodetic measurements. Update plans for each project using AutoCAD.

TERTIARY EDUCATION

Bachelor of Data Science and Cybersecurity Double Degree – The University of Western Australia
Completion Year 2025

Data Analysis: Proficient in collecting, cleaning, and analysing data using Python, R, and SQL.

Machine Learning: Familiarity with a variety of supervised and unsupervised machine learning algorithms and their implementation.

Statistical Tools: Skilled in using libraries such as Pandas, NumPy, and SciPy for statistical analysis.

Data Visualization: Proficient in creating compelling visualizations using Matplotlib, Seaborn, and Tableau.

Predictive Modelling: Experience in developing predictive models to support data-driven decision-making.

Network Security: Knowledge of network protocols, firewall configurations, and intrusion detection/prevention systems (IDPS).

Vulnerability Assessment: Ability to conduct vulnerability assessments and penetration testing to identify and mitigate potential security risks.

Incident Response: Proficient in responding to and managing security incidents to minimize impact and prevent further breaches.

Cryptography: Understanding of cryptographic algorithms and their applications in securing data and communications.

Bachelor of Computer Science – University of Parand (Iran)
July 2012 – June 2016

Energetic and adaptable Computer Science student with a strong foundation in programming, software development, and problem-solving. Equipped with a keen eye for detail and a passion for innovation, I am eager to contribute my technical skills and collaborate with teams to drive cutting-edge solutions. Proficient in various programming languages and experienced in developing applications, I am seeking a dynamic opportunity to leverage my knowledge and creativity in a professional setting. With a drive for continuous learning, I am committed to making a meaningful impact and growing as a computer science professional.

OTHER COURSES, CERTIFICATIONS and QUALIFICATIONS

Python Data Structure Course - University of Michigan

Google Data Analytics Professional Certificate - Google

SKILLS

Analytical Skill:
- Proficient in analysing complex data sets and deriving actionable insights.
- Strong ability to identify patterns, trends, and correlations to inform decision-making.
- Experience in using analytical tools and techniques to solve business challenges.

Communication:
- Exceptional written and verbal communication skills, demonstrated through clear and concise interactions.
- Proficient in tailoring communication to different audiences, ensuring effective understanding.
- Strong presentation skills, delivering information in a compelling manner.

Research:
- Skilled in conducting thorough research using various sources to gather relevant and reliable information.
- Proficient in data collection, analysis, and interpretation to support evidence-based conclusions.
- Experience in academic and professional research methodologies.

Problem-solving:
- Demonstrated ability to identify and define problems, developing innovative and practical solutions.
- Strong critical thinking and decision-making skills, even under pressure.
- Proven track record of resolving complex issues to achieve desired outcomes.

Adaptability:
- Highly adaptable to dynamic work environments, quickly embracing and mastering new challenges.
- Able to adjust strategies and priorities to meet changing organizational needs.
- Successfully navigate ambiguity and remain open to feedback for continuous improvement.

Attention to Detail:
- Meticulous and thorough approach to tasks, ensuring precision and accuracy.
- Strong ability to detect errors and inconsistencies, maintaining high-quality standards.
- Careful review and verification of work to minimize mistakes.

Programming:
- Proficient in programming languages such as Python.
- Solid understanding of software development principles and best practices.
- Experience in designing, testing, and debugging code for various applications.

Scheduling:
- Strong organizational skills, adept at managing and prioritizing tasks efficiently.
- Experience in creating and maintaining schedules, ensuring timely completion of projects.
- Proficient in using scheduling tools to optimize productivity.

Cost Control:
- Demonstrated ability to monitor and manage expenses, optimizing budget utilization.
- Experience in cost analysis and cost reduction strategies.
- Track record of implementing measures to improve cost efficiency.

Administration:
- Proven proficiency in office administration and management.
- Experience in handling administrative tasks, such as Scheduling, Corresponding handling, Data Entry, File Management, Reception Duties, Document Preparation, Invoice Processing, Phone Handling, Expense Reporting.
- Strong organizational and multitasking abilities.

Sales:
- Excellent sales and negotiation skills, consistently achieving or exceeding targets.
- Demonstrated ability to build and maintain strong client relationships.
- Track record of developing effective sales strategies to drive revenue growth.

REFERENCES

Gionn Martino	Director at Indeko Curtain and Blind	Available Upon Request
Julie Martino	Business Manager at Indeko Curtain and Blind	08 9244 8977