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Insightful data expert with 10+ years of success enabling finance, sales, and marketing professionals to make meaningful and reasonable data-informed decisions backed by a recent Master of Computer Science degree in artificial intelligence (Al) and Bachelor of Science in software engineering. Expertise in implementing and deploying machine learning models for business and trading use cases. Skilled in programming to develop automated systems.

Technical Proficiencies

Libraries & Systems TensorFlow(Keras), Scikit-learn, LightGBM, Pyspark, Selenium, Pandas

Git, Docker, Google Cloud Platform (GCP), Amazon Web Services (AWS)

Languages & Tools Python(Django), SQL, R, JavaScript(React)

Apache Spark, dbt, Snowflake, Mlflow, Tableau, Power Bl, Excel

Education

Master of Science, Artificial Intelligence, 2019

Azad University, Iran

Published Article: Predicting Stock Price Changes of Tehran Artmis Company Using Radial Basis Function

Neural Networks

Bachelor of Science, Software Engineering, 2014

Azad University, Iran

Professional Experience

CloudTalk, Prague, Czech Republic

Data Scientist, May 2022 - Aug 2023

Collaborate with Product, Customer Success, Support, and Finance teams, performing exploratory data analysis to provide insight into consumer behaviour, identify and track metrics, and transform data to support decision-making processes.

- Designed and developed an interactive dashboard enabling the support team to select the best-suited carriers and routes, reducing the costs of calls and increasing business profitability.
- Used machine learning techniques to identify patterns reducing churn by 17% and leading the customer success team to understand customer experience and encourage users to successfully engage with the app.

Samsung Electronics Co., Tehran, Iran

Data Analyst, Mar 2019 - May 2022

As a key member of the problem-solving team for Behin Bazaar Marketing Agency (third-party to Samsung Electronics Co.), built analytic tools and dashboards to increase data visibility and support ongoing research projects. Evaluated data collection processes, identifying new sources of data and methods to improve processes and increase efficiency.

- Developed a model to forecast currency multi-step exchange rates, cutting company costs by 4%.
- Implemented a classification scheme to personalize promotional emails, identifying optimal transmission times that increased the click-through rate by 25% (confirmed after A/B testing).

Artmis Rasa Union of Housing Cooperatives, Tehran, Iran

Business Intelligence Engineer, Feb 2013 - May 2018

Built a business intelligence (BI) system to support recommendations for construction, tracking market supply and demand, predicting stock price movements, and reviewing news and rumours about underperforming construction projects.

 Designed, developed, and implemented a model to predict stock price movements, building heuristic techniques to support the sales department in maintaining stock value; which led to a 125% increase in stock price in the first year.