Arash Zaker Nezhad

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"Won't hesitate to go the Extra Mile"

Summary of Qualifications

- Demonstrated ability to provide satisfactory solutions to customers with excellent problem-solving skills developed through 4+ years of customer support experience
- Advanced Microsoft Word, PowerPoint, Excel, Access, Power Platform, Outlook, 365, Dynamics, Sharepoint
- Use tools like Power BI, and Excel, (SQL, python as asset), to develop and report findings on KPIs
- Advanced experience with visual analytics tools e.g. Power BI, Cognos, Tableau
- Team leader and collaborator who drives teams to success with previous experience in training new hires

Technical Skills

Applications & Tools:	*Microsoft Excel, Azure Sandbox, Power Platform BI*
Tools:	*G Suite by Google, RDBMS, IBM Cognos Analytics, Jupyter, SQLite*
Project Management Fundamentals:	*Agile, Waterfall, Scrum, Kanban, Trello, Gantt Charts*
Languages:	*SQL, Python, C++, C#, Java, PHP, DAX*

Education & Certifications

IBM Data Analyst Professional Certificate	**May 2022**
Microsoft Azure Fundamentals Professional Certificate (AZ-900)	**March 2022**
Microsoft Power Platform Fundamentals Professional Certificate (PL-900)	**Nov 2022**
Microsoft Azure Data Fundamentals Professional Certificate (DP-900)	**Jan 2023**
Microsoft Azure AI Fundamentals Professional Certificate (AI-900)	**Feb 2023**
Microsoft Certified: Dynamics 365 Fundamentals (CRM)	**August 2023**
Junior Data Analyst Program	**Jan 2022 – May 2022**

NPower Canada │ Calgary, AB

- Utilize Excel spreadsheets to perform data wrangling and data mining
- Develop the working knowledge of Python language for data analysis using Pandas and Numpy
- Effectively complete a capstone project by collecting data from multiple sources, performing exploratory data analysis, data wrangling, statistical analysis, and mining of the data using Python libraries
- Work extensively on creating charts and plots to visualize data, and building an interactive dashboard using IBMs Cognos Analytics and various Excel charts/graphs
- Visualize data using Python libraries including Matplotlib, Seaborn, Plotly, and Dash
- Compose queries to access data in cloud databases using SQL and Python from Jupyter notebooks
- Explain cloud concepts, benefits of cloud computing, and core Azure architecture components
- Use core Azure services and choose the Azure AI services that best address a company's challenges
- Control Azure spending and managing bills by applying recommended practices to minimize cost
- Demonstrated a high level of understanding of Agile Project Management Lifecycle and key techniques and successfully complete Agile projects using tools such as Scrum, Kanban, and Gantt Charts

Google Project Management Program	**Jun 2022 - Oct 2022**

NPower Canada │ Calgary, AB

Computer Information Technology Diploma   Sep 2019 – Aug 2021
Lethbridge College │ Lethbridge, AB

Work Experience

Data Controller   April 2023 – Present
DB Schenker of Canada │ Calgary, AB
- Managing TJX production supplies (inventory management, replenishment), reconciling and verifying distribution entries, damage logs, and POs
- Generate profiles for employees, manage data integrity, oversee scheduling system, and support Ops supervisors in reporting
- Reconciling production hours, KPI metrics, and adjusting payroll invoices discrepancies from staffing agencies
- Liaising and Collaborating with the clients, and internal departments when identifying distribution errors and finding mutual solutions
- Developed new Excel reports for KPI reporting and analytics

Pay Reconciliation Administrator (11 months contract)   April 2022 – February 2023
Government of Alberta - Service Alberta │ Calgary, AB
- Compiled, assimilated, and parsed many complex datasets and rosters in a day
- Increased efficiency by introducing a process to organize and populate data well-ordered
- Prepared, cleaned, validated and registered information into the new system and database
- Calculate pay structure and reconcile partial payments based on the GoA master and collective agreement

Computer Service Technician   Jan 2022 – March 2022
MyTechvisor │ Calgary, AB
- Built and constructed hardware and install and configure software and drivers
- Maintained and repaired technological equipment including routers, printers or computer peripheral devices at the client site for home or office
- Installed well-functioning LAN/WAN and other networks and manage components (servers, IPs, etc.)
- Troubleshoot system failures or bugs and provide solutions to restore functionality

Customer Service Specialist   Sep 2019 – October 2022
Walmart Canada │ Calgary, AB
- Provided hands-on training of more than 3 new employees in the last year
- Applied effective FIFO (First In, First Out), monitor the sales floor and department inventory to reduce waste and eliminates the high amount of disposals by more than 70%

Practicum Student - IT Consultant   May 2021 – July 2021
Economic Development Lethbridge │ Lethbridge, AB
- Assessed and improved the functionality of existing IT & Systems infrastructure by providing solutions for in-use infrastructure to improve their functionality
- Automated 2+ online services for working without human interaction that resulted in faster customer service, accurate data distribution, and improved productivity
- Created MS Power automation scripts to fill forms accurately increasing efficiency and accuracy of forms

Special Projects

Backend Developer   Oct 2020 – April 2021
Securcom Technologies │ Lethbridge College, AB
- Collaborated with a team to build a web-based application to utilize quotes, work orders, and schedules
- Applied various levels of access for different groups of user including Administratives and Technicians
- Developed, implemented, and monitored back-end development including database and activating application features via Apache, PHP, mySql and Javascript