



pegah Zolfaghari
Data Analyst

✉ pegah.zolfaghari.1378@gmail.com
☎ (+98)9392005427
📍 Tehran, Iran



Profile Summary

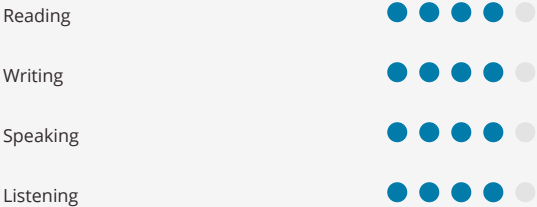
Data Analyst with 2.5+ years of hands-on experience analyzing data across Customer Operations, Human Resources, and Contact Center domains. Experienced in defining, tracking, and monitoring key performance indicators (KPIs) and delivering end-to-end data analysis—from data collection and cleaning to analysis and data visualization.

Hands-on experience working with Python and database concepts, focused on organizational analytics and building clear, actionable dashboards and reports that improve reporting transparency and support management decision-making. Familiar with data visualization tools and dashboard development, and currently strengthening backend knowledge using Django.



Language

English



Certificates

Data Analyst
Institute: Tose'e Development Institute
2024



Education

Master of Industrial Engineering
Branch: Systems Optimization
Institute/University: Islamic Azad University, Science and Research Branch
Tehran, Iran
2022 - 2024
GPA: 19.5

Bachelor of Industrial Engineering
Institute/University: Islamic Azad University, Tehran West Branch
Tehran, Iran
2017 - 2021
GPA: 17.9



Work Experience

Data Analyst
Daria Hamrah Paytakht
Iran
August 2023 - Present

Tasks and Achievements

- Contributed to defining, tracking, and monitoring KPIs for HR and Contact Center operations.
- Performed end-to-end data analysis including data collection, data cleaning, exploratory analysis, and visualization.
- Developed analytical reports and dashboards using Python, Dash and Plotly, tailored to business needs.
- Delivered data-driven insights and recommendations to improve operational processes and support managerial decisions.
- Worked with datasets related to customer operations, HR metrics, and contact center performance, and collaborated with stakeholders to align reporting with business goals.

Academic Support & Math Instructor (Part-time)
Moalefan Institute
Iran
2018 - 2020

Tasks and Achievements

Supported students in exam preparation and provided math problem-solving sessions and tutoring.



Skills

Python	Django
MongoDB	PostgreSQL
Microsoft	Power BI



Machine Learning-Based Mobile Spare Parts Ordering Optimization (M.Sc. Thesis Project)

For: Daria Hamrah Paytakht

2024

- Analyzed historical spare-parts ordering and consumption data to understand demand patterns.
- Implemented machine learning models to improve ordering accuracy and reduce manual estimation errors.
- Used model outputs to support ordering decisions and improve forecasting quality in the ordering process

HR KPI / QKI Analysis and Process Improvement

For: Daria Hamrah Paytakht

2025

- Collaborated with the HR team to identify, define, and refine key HR KPIs/QKIs.
- Analyzed HR data to assess current performance and highlight improvement opportunities.
- Provided analytical insights to support HR process improvements and more data-driven planning.