Maka Kahvand

DATA & BI | APPLICATION SUPPORT | IT SYSTEMS

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PROFESSIONAL PROFILE

IT and data professional with a broad background spanning Business Intelligence, data analytics, application and desktop support, and software development in enterprise and public-sector environments. Strongest technical capabilities include SQL, Power BI, Power Query, DAX, data modelling and structured troubleshooting, supported by hands-on experience with Windows, Microsoft 365, Active Directory and networking fundamentals. Earlier software-development experience includes C#/Visual Studio and database-backed business applications. Currently expanding capability toward Data Engineering, including data pipelines, Microsoft Fabric and Azure. CompTIA Network+ certified, with postgraduate education in Business Intelligence and Computer Networks. Based in Newcastle and open to relocation within Australia for the right opportunity.

TARGET ROLE AREAS

Data & BI	Application / IT Support	Systems / Infrastructure
BI Developer • Data Analyst • Reporting Analyst • Junior / Transitional Data Engineering	Application Support • Desktop Support • IT Support • Business Systems Support	Systems Support • Junior Infrastructure • Network-focused Support

TECHNICAL CAPABILITY

- Data & BI: SQL / T-SQL, Power BI, DAX, Power Query, semantic data modelling, KPI reporting, data transformation, validation, reconciliation and data quality.
- Data Engineering development: currently building hands-on capability in data pipelines and Microsoft Fabric; Microsoft Azure Administration training; Python basics.
- IT & Application Support: Level 1 and Level 2-style troubleshooting, incident triage and escalation, business-application support, user access and technical documentation.
- Microsoft & Desktop: Windows 10/11, Microsoft 365, Active Directory, Teams and SharePoint support/deployment exposure.
- Networking: CompTIA Network+; TCP/IP, DNS, DHCP and connectivity troubleshooting fundamentals.
- Software & Databases: C#, Visual Studio, SQLite, SQL Server concepts, SDLC, testing and debugging; Git/GitHub working knowledge.
- Stakeholder capability: requirements gathering, user support and training, cross-functional collaboration, documentation and communication with technical and non-technical users.

PROFESSIONAL EXPERIENCE

BI / Data, Desktop & Application Support Responsibilities

Apr 2019 – Aug 2026

Golrang Industrial Group. — Tehran, Iran *[Website]*

- Delivered BI and reporting solutions using SQL, Power Query and Power BI across sales, inventory, distribution and operational data, including recurring KPI dashboards, validation, reconciliation and documented reporting logic.
- Worked with business stakeholders to clarify requirements, investigate data and application issues, and translate operational needs into practical reporting and support outcomes.
- From Jun 2023, undertook broader desktop-support responsibilities across Windows, Microsoft applications, account access and network-related issues, documenting incidents and escalating complex faults.
- Supported Windows 10/11 upgrades, endpoint tools, user-access controls, Teams and SharePoint rollout activities, contributing to service continuity and more repeatable support processes.

- From Jul 2025 to Mar 2026, delivered remote application support for enterprise software platforms, troubleshooting login, configuration, access, data-related and integration issues from triage through resolution or escalation.

Data Analyst / BI Developer
Ministry of Education — Tehran, Iran *[Website]*
Apr 2019 – May 2025

- Delivered BI solutions in a large, geographically distributed public-sector education environment, supporting operational and strategic decision-making.
- Designed reusable SQL and Power Query workflows for multi-source data transformation, validation and consistent KPI reporting, reducing manual reporting effort.
- Built and maintained Power BI dashboards, semantic models and recurring reporting packs; investigated discrepancies and strengthened reporting documentation and governance.
- Delivered user support and training to staff with varied technical backgrounds, promoting self-service BI and clear use of trusted information.

Developer Programmer & Technical Support
Behin Afzar Alborz Co. — Tehran, Iran *[Website]*
December 2016 – April 2019

- Developed and maintained database-backed desktop business applications using C#, Visual Studio and SQL, participating in requirements analysis, coding, testing, debugging, deployment and documentation.
- Supported software installation and implementation, investigated application and data-related issues, and provided user guidance at internal and customer environments.
- Provided hands-on support for Windows, software and basic network issues within a software-development environment.

SELECTED PROJECTS & ONGOING DEVELOPMENT

- Enterprise Reporting & Data Integration: integrated sales, inventory, distribution and operational datasets using SQL, Power Query and Power BI to support recurring enterprise reporting.
- Workforce Analytics: developed Power BI reporting for headcount, turnover, leave trends and departmental comparisons using DAX and Power Query.
- Data Engineering development: currently strengthening practical skills in data pipelines, Microsoft Fabric and Azure to build on an established SQL, data-modelling and BI foundation.

EDUCATION, CERTIFICATIONS & TRAINING

- **ACS Certified ICT Professional — Ref: A-371479**
- Ph.D. in IT Management (Business Intelligence) — Tarbiat Modares University, Iran, *[Website]*
- M.Sc. in IT Engineering (Computer Networks) — QIA University, Iran, *[Website]*
- B.Sc. in Computer Engineering (Software) — Bu-Ali Sina University, Iran, *[Website]*

AUSTRALIAN EXPERIENCE & AVAILABILITY

- Current aged-care employment in Newcastle, providing Australian workplace experience in a safety-, privacy- and service-focused environment.
- **Full Australian work rights under Subclass 491 visa**; current **Australian National Police Check** and current Australian Driver's Licence.
- Currently based in Newcastle, NSW; **open to relocation within Australia for the right IT or data opportunity**.