

# Andrew Mokhtarzadeh

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## KEY SKILLS/TECHNOLOGIES

Python (Pandas, Scikit-learn, TensorFlow, Numpy, Matplotlib), SQL, R, Java, HTML, Git, AWS Services, Tableau, JavaScript (d3.js, Vue.js, jQuery), Deep Learning, Big Data, Excel, Photoshop, macOS, Windows

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## EDUCATION

**University of California, San Diego**

May 2023

B.S. Data Science, GPA: 3.5

**Relevant Coursework:** Data Structures, Scalable Data Analytics & Visualizations, Probabilistic Modeling/ Machine Learning, Recommender Systems, Object-Oriented Programming

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## EXPERIENCE

**Workday - Sr Associate Software Application Developer**

February 2024 – Current

- Enhanced legacy codebase stability by implementing new features and resolving high-priority bugs in complex revenue modules; contributed to over 30 production commits while maintaining < 90% unit test coverage.
- Expanded and maintained REST and SOAP APIs using Xpresso (Workday's proprietary programming framework) to support cross-functional data sharing in Revenue Management; delivered 6+ service enhancements that enabled better connectivity between internal systems.
- Implemented the Finance Hyper-Automation team's Evisort integration framework to automate extraction of PDF metadata into Customer Contracts within Workday

**Apple – Product Specialist**

December 2023 – February 2024

- Delivered technical guidance on Apple's hardware and software ecosystems, breaking down complex product features and service options into clear, accessible solutions tailored to diverse user needs
- Bridged the gap between user experience and technology by actively engaging customers in real-time troubleshooting, onboarding, and feature walkthroughs
- Recognized in 20+ customer satisfaction surveys for consistently demonstrating technical understanding, exceptional communication, and solution-oriented support in high-traffic retail environment

**LINE – Head of Technical Support**

September 2020 – January 2022

- Assisted customers with hardware support issues between various Apple products and LINEDOCK products through emails and direct video calls to ensure friendly, professional support
- Handled 100% of hardware support issues reducing average response time for hardware support tickets by over 60%

**PetDesk - Data Operations Associate**

October 2020 – December 2021

- Maintained Salesforce Lightning instance with over 2 million accounts through development and creation of objects, custom workflows, and dashboards
- Cleaned data by querying and repairing discrepancies in over 100,000 leads using Python (Pandas), Excel, and SQL resulting in reliable data for sales department to accurately and efficiently develop insights on customers

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## CERTIFICATIONS

- AWS Certified Cloud Practitioner
- Microsoft Office Specialist: Microsoft Excel Expert