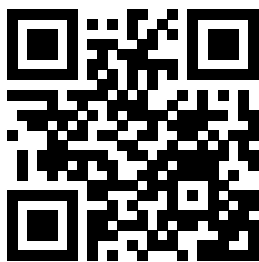


Polina Zesler-Ventskovska – Data Analyst



📍 Junior
📍 Европа
💰 2 500 € (евро/мес)
📅 Полная занятость
☁️ Удаленная работа
✉️ Контакт: geeklink.io/cv-114680



Навыки

Ads FB, Data Analysis, Instagram, Matplotlib, MySQL, Numpy, Pandas Numpy, Power BI, Python, SQL, Tableau.

Опыт работы

• IT Career HUB, Germany

11.2023-08.2024 - Data Analyst

Development and implementation of a Telegram bot for movie search based on user preferences. Writing SQL queries and Python programming for data processing.

Analysis of clinic client database to forecast attendance and company revenue.

Visualization of data and creation of presentations to illustrate analysis results.

Preparation of reports in Power BI based on startup client data, including information on purchases, logistics, transactions, and feedback.

Analysis of flights operated by all airlines for the Ministry of Transport using Tableau. Comparison of airports and airlines based on flight cancellation and delay metrics.

• Concentrix Limited Company, Germany

May 2021 - May 2023 - Client Advisor

I have significant experience working remotely for an international corporation, where I interacted with clients in the field of IT services online and over the phone.

I consulted clients on visual presentation issues, identified problems, and developed customer-oriented solutions.

Additionally, I provided information on Facebook's advertising policies, clarified payment disputes, and assisted with ad setup.

My ability to deliver accurate and helpful information consistently received positive feedback from clients.

This experience has honed my communication skills, problem-solving abilities, and technical knowledge while maintaining a client-oriented approach.

• Teleperformance, Germany

Jul 2018 - Dec 2018 - Customer Support Adviso

I have extensive experience working as a technical representative for clients of Apple in an international corporation.

My role involved direct client interaction, providing IT services, and offering technical support for both hardware and software.

I also proposed and distributed additional services such as warranty extensions and pre-sales support.

Additionally, I resolved customer complaints through all established communication channels and consulted on product offerings, selling both hardware and software.

My work consistently received high ratings, demonstrating my ability to effectively communicate, support, and optimize customer service while continually expanding my technical and technological knowledge.

- **Commerzbank, Ukraine**

Apr 2010 - Jun 2013 - Head of Department of sales of credit products

Thanks to my economic education and perseverance, I quickly climbed the career ladder and became the head of the retail credit products sales department at one of the top 15 banks in Ukraine.

Under my leadership, the department grew to 10 people, and I take pride in creating an efficient team and optimizing processes that contributed to the branch's success.

We achieved significant growth, increasing the number of loans provided to individuals by 20%.

Throughout this process, I actively utilized data analysis to make strategic decisions and improve the department's efficiency.

These data analysis skills and management experience demonstrate my readiness for a role as a data analyst, where I can apply my abilities to achieve high results

Образование

- **Accounting and Auditing**

State Economics and Management Institute, Ukraine
1994/1999

Обо мне

I have extensive experience in remotely servicing clients of international corporations. Promptly respond to inquiries by phone and email and resolve problems effectively while coordinating with relevant departments. I have the skills to provide accurate, client-oriented solutions, for which I constantly receive positive feedback. I have experience advising on Facebook's visual presentation and advertising policies, as well as resolving payment disputes.