MYKOLA MYKHAILYTSKYI

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mykola.fr

Skills

Python, SQL, Git, GitHub, BigQuery, Data Mining, Tableau, Pandas, Numpy, Scipy, Matplotlib, Seaborn, Scikit-learn, TensorFlow, Keras, Google Cloud Platform (GCP), APIs, MS Office, Excel, Google Workspace, Jira, Salesforce, Agile, Kanban, Scrum, OSINT.

Data Science and Analytics projects

Market research for meat supply company | Python, Scikit-learn, Hierarchical clustering, PCA, KMeans.
Found optimal countries to expand to for chicken meat oriented business.
Analysis of "Life Beyond" data | Python, Pandas, Numpy, Matplotlib, Seaborn, SQL, GCP, BigQuery.
Analysis of players actions during early testing for a new game developed by Darewise.
Predicting outcome of MMA fights using ML | Python, Pandas, Numpy, Matplotlib, Seaborn, Scikit-learn, SHAP.
Created an algorithm focusing on Mixed Martial Arts, applicable as betting solution or outcome predictor.
Predicting electricity demand using ML | Python, SARIMA, StatsModels.
Developed an algorithm that can predict consumer demand for a green electricity company.
Measuring wealth of potential bank clients | Python, Pandas, Numpy, Matplotlib, Seaborn, Scipy.
Predicted potential wealth of a new client, based on their country and parents' wealth data.

Work experience (most recent)

WEB EDITOR & CONTENT MANAGER, Digital Marketing | Blizzard Entertainment, France   *2017-2018*
- Managed YouTube channels for each of 7 Blizzard games in CIS region.
- Increased user engagement and subscriptions across brand YouTube channels by 5-10%.
- Content performance analytics, processes and tools analytics improvements (CMS, CAT, content tracking, cross-department collaboration, etc).
- Optimized content distribution, prepared reports regarding brand channels performance.

CUSTOMER SUPPORT SPECIALIST | Blizzard Entertainment, France   *2013-2019*
- Revolutionized CS workflow reaching 12% increase in quality KPIs above department averages.
- Recognized as 'Top Performer' based on internal KPIs that were achieved consistently.
- Managed team of Twitch moderators overseeing live Blizzard events, created reports and executive summaries for stakeholders.
- Guided peers on how to improve KPIs, mental health and approach to work, shared best practices.
- Performed thorough investigations of fraudulent activities using internal databases and log dumps.
- Investigated and documented bugs reported by players in order to transfer details to relevant stakeholders.
- Took ownership of complicated cases and escalations, ensuring higher customer satisfaction post-contact.
- Managed internal knowledge database based on Salesforce.

Education

Data Analytics	OpenClassrooms	*2021-2022*
Data Analytics and Machine Learning	Ironhack Paris bootcamp	*2020*
Data Analytics and Marketing Analytics	edX courses from Microsoft and Berkeley University	*2019-2020*
Ukrainian and English linguistics	Black Sea Nation University of Petro Mohyla	*2009-2013*