



Mykola MYKHAILYTSKYI

in @mmykhailytskyi
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Top performing customer support agent at Blizzard Entertainment (Fortune 500 company) turned data analyst with a background in tech support, customer relations and digital marketing.

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Skills

Programming Python (including data-oriented libraries like Pandas, Numpy, Scipy, Matplotlib, Seaborn and others), SQL.

Data cleaning and preparation

Statistical analysis

Business Intelligence

Data mining

Machine learning

Tools and Technologies

Python 3.x, SQL, Git, Tableau, Power BI, GitHub, BigQuery, Scikit-learn, Google Cloud Platform (GCP), APIs, MS Office, Excel, Google Workspace, Jira, Salesforce, Agile, Kanban, Scrum, OSINT.

Soft skills

Team player

Persistent

Committed to quality

Autonomous

Languages

English Fluent

French Intermediate

Ukrainian Native

Russian Fluent

Data Analytics and Machine Learning projects

[Market research for meat supply company](#) | Python, Scikit-learn, Hierarchical clustering, PCA, KMeans.

[Analysis of "Life Beyond" game data](#) | Python, Pandas, Numpy, Matplotlib, Seaborn, SQL, GCP, BigQuery.

[Predicting outcome of MMA fights using ML](#) | Python, Pandas, Numpy, Matplotlib, Seaborn, Scikit-learn, SHAP.

[Predicting electricity demand using ML](#) | Python, SARIMA, StatsModels.

[Measuring wealth of potential bank clients](#) | Python, Pandas, Numpy, Matplotlib, Seaborn, Scipy.

Work experience (most recent)

09/2013 - 08/2019 **CUSTOMER SUPPORT SPECIALIST**
[Blizzard Entertainment](#) Versailles, France

- 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.

01/2017 - 01/2018 **WEB EDITOR & CONTENT MANAGER, Digital Marketing**
[Blizzard Entertainment](#) Versailles, France

- 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)

Education

05/2021 - 03/2022 **Data Analytics**
[OpenClassrooms](#) Paris

01/2020 - 03/2020 **Data Analytics and Machine Learning**
[Ironhack](#) Paris

09/2019 - 12/2019 **Data Analytics and Marketing Analytics**
[Berkeley University and Microsoft](#) edX

09/2009 - 05/2013 **Ukrainian and English linguistics**
[Black Sea Nation University of Petro Mohyla](#) Mykolaiv, Ukraine