RESUME

*Anna Butalova, web developer*

## Summary

Currently learning web development in pursuit of a career change.

My last work experience was as a Quality Manager at Meta, and though I've learned a lot,

I was always drawn towards web development.

## Education

Faculty of Mass Media Communication, University of Ss. Cyril and Methodius in Trnava

Master's degree, marketing communication

## Work Experience

**Quality manager** | May 2021 - May 2022

* Leading quality monitoring and designing solutions, driving the team to achieve required strategic results.
* Overseeing Quality team planning and operations, ensuring the required level of support to Ops.
* Offering creative solutions to improve the team's productivity and impact on general Ops.
* Educating internal and external stakeholders about quality strategy, results and updates.
* Ensuring accurate and detailed team reporting, ongoing data and trend analysis.

**Quality Lead** | June 2020 - May 2022

* Efficiently and effectively support Operations in reaching client targets via ensuring information availability, clarity, consistency and distribution.
* Responsible for quality monitoring within the Covalen program, driving the team to achieve the required strategic results through close cross-functional cooperation; highlighting areas of potential risks and ensuring mitigation.
* Manage a team of Quality Analysts in supporting Operations in multiple regions.

## Skills

* Analysis & reporting
* Data visualisation
* Interpersonal communication
* Leadership
* Quality management

## Certifications

* Official LIFT facilitator - January 2021
* Excel 2016: Advanced Formulas and Functions - February 2020
* Excel: Tracking Data Easily and Efficiently - February 2020
* Managing and Analysing Data in Excel (Office 365/Excel 2019) - February 2020
* Data Visualisation: Best Practices - October 2019