

📍 Berlin, Germany  
@ yoana.scarcia@gmail.com  
in /yoana.boneva  
git /BYoana

# Data Analyst

# Yoana Scarcia

*Data analyst with a background in the Payments and Fraud industry in e-commerce. Out-of-the-box thinker with insatiable curiosity and drive to learn. Skilled in collecting, organizing, analyzing, and reporting data. Extremely passionate about data visualizations.*

## TOOLS

MySQL Workbench  
DBeaver  
Jupyter Notebook  
Tableau Software  
GitHub  
Microsoft Office  
Sublime Text  
MySQL  
Python

## SKILLS

Attention to detail  
Organizational skills  
Excellent communication skills  
Strong business & analytical understanding  
Problem solver

## LANGUAGES

English | C2  
German | B2  
French | A2  
Bulgarian | Native  
Russian | A2

## EDUCATION

### CareerFoundry, Berlin, Germany — Data Analyst

May 2021 - Jan 2022

Intensive project-based online training program focused on Advanced Excel, Python (Pandas, Matplotlib), SQL, Tableau, Machine Learning Algorithms & Models and Storytelling with Data.

### European University Viadrina, Frankfurt (Oder), Germany — Bachelor of Business Administration

Sept 2011 - Mar 2015

Bilingual Bachelor with a Major in Finance.

## EXPERIENCE

### DeliveryHero, Berlin, Germany — Specialist Global Payment Fintech Fraud

Oct 2020 - PRESENT

- Conduct fraud analysis and use the insights to manage the fraud prevention system
- Gather, clean, and prepare data for monthly KPI performance reports to be presented to all local entities within the DH group
- Optimize and automate process flows and tasks using SQL and Python with the support of the Fraud Analytics team
- Communicate technical and functional requirements for tools to Product Managers
- Support the launch of new payment methods or features with advice and support on fraud matters
- Serve as an advisory figure for the DH local entities Payment and Fraud teams
- Participate in discussions with the Fintech Compliance team on variety of data privacy regulations and support the development of an ICS security framework

### GetYourGuide, Berlin, Germany

#### Senior Fraud Specialist | Fraud Specialist

Aug 2019- Sep 2020 | Apr 2018 - Aug 2019

- Review high risk orders transactions details, looking for possible fraud indicators and patterns
- Trusted expert for payment fraud related topics across internal functions (i.e., Marketing, Finance, Product, Legal) and external partners (i.e., PSPs, anti-fraud providers)
- Define and improve fraud processes, set team targets, and align stakeholders
- Support the move for internal escalations through JIRA Board
- Create and maintain a manual with all internal process
- Create and execute fraud and payment related trainings for relevant stakeholders
- Workforce management of the fraud team based on the business needs

#### Customer Escalation Specialist

June 2015 - Mar 2018

- Handle customer escalations, as well as coach team members
- Workforce management based on incoming customer contacts ensuring smooth operations
- Support internal company projects with the Sales, Content, B2B, Payments, Fraud & Marketing departments