

 Berlin, Germany
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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

