

Resume

Business Analyst

Personal Data

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Summary

Highly motivated and analytically-minded professional with a strong background in retail operations and a foundational understanding of Business Analysis principles. Eager to transition into IT, I have developed a comprehensive Business Analysis project (ESL Integration Case Study) that demonstrates my ability to identify inefficiencies, analyze business processes (As-Is/To-Be), gather requirements (User Stories, Acceptance Criteria), and propose data-driven solutions using tools like BPMN and Camunda Modeler. Seeking a Trainee Business Analyst position to apply theoretical knowledge, leverage strong problem-solving skills, and contribute to software development teams.

Education

Sep 2020 - Jul 2024

Bachelor's Degree | Automation and Computer-Integrated Technologies, Specialization: System Engineering

Kharkiv National University of Radioelectronics (NURE), Kharkiv

- Developed a qualification thesis: "Development of CRM System Components for Auto Service Station", scoring 82/100.
- Performed Domain Analysis for an auto service system.
- Designed comprehensive data and process models, including EER Diagrams, Context Diagrams, Decomposition Diagrams, Data Flow Diagrams (Context Level), Use-Case Diagrams, Sequence Diagrams for use cases, and both Logical and Physical Data Models of the CRM system.
- Created a Web Page Map and defined key functionalities for the CRM.
- Gained practical experience in System Analysis, Requirements Engineering, and Relational Data Modeling by applying various modeling notations and techniques

Sep 2024 - Jun 2025

Master's Studies | Computer Networks and Engineering, Specialization: Computer Systems and Networks

Kharkiv National University of Radioelectronics (NURE), Kharkiv

Computer Engineering. Specialization: Computer Systems and Networks.

- Engaged in graduate-level studies focusing on complex system structures and network principles.

Business Analysis Project

Retail Chain Electronic Shelf Label (ESL) Integration Project

June 2025

- Conducted a comprehensive Business Analysis project, identifying inefficiencies in manual price tag management and proposing a solution for ESL integration for a major electronics retailer.
- Performed Initiation Stage activities: defined project scope, business goals, problem statement, and key stakeholders.
- Executed As-Is Analysis: analyzed current manual processes using BPMN diagrams, identified pain points (high labor, errors, fragmented systems), and quantified economic impacts.
- Developed To-Be Design: crafted an optimized process flow with ESLs, created detailed User Stories and Acceptance Criteria for new system functionalities (e.g., real-time synchronization, mobile support).
- Utilized Camunda Modeler for process diagrams and applied Relational Data Modeling concepts for solution design.
- Demonstrated Problem Solving, Critical Thinking, and a structured analytical approach to propose data-driven improvements.

Work Experience

Oct 2022 - Jan 2023

Salesperson. S.Bandery Ave. 23, Horodok mall.

Citrus, Kyiv

- Provided expert consultation and product selection based on customer needs.
- Achieved top performance within the company's elite sales group, consistently ranking 7th out of 50 bonus-eligible salespersons among 400 participants in company-wide KPI for focus brand sales in December 2022."
- Explored internal operations: ERP, team workflows, inventory checking.
- Worked with sales forecast spreadsheets (own, store, and region KPIs).

Jul 2023 - Jan 2025

Salesperson. From May 2024 Romana Shukhevycha Ave. 2T, SkyMall.

Citrus, Kyiv

- Contributed to the opening of Ukraine's first Citrus home appliance store (in Horodok Mall) and secured the first strategic sales, including two washing machines with value-added new insurance add-ons.
- Achieved 'Apple Champion+' certification, demonstrating expert-level product knowledge in Apple ecosystem.
- Gained insights into various operational roles (storekeeper, cashier, administrator) to improve service efficiency and reduce inter-departmental dependencies.
- Managed customer relationships, resolved complex issues, and elevated service levels, resulting in increased customer satisfaction and loyalty.
- Operated POS/ERP systems.
- Mentored and trained 5+ new salespersons on diverse product knowledge, sales techniques, and operational best practices, significantly contributing to team development and performance

Skills

- Business Analysis: Requirements Gathering, Business Process Analysis, User Story Development, Acceptance Criteria, As-Is/To-Be Process Modeling, Gap Analysis, Domain Analysis, Requirements Engineering.
- Methodologies: Agile Methodologies, Scrum, Project Management, System Analysis
- Tools & Technologies: Camunda BPM, BPMN, Relational Data Modeling, EER Diagrams, Data Flow Diagrams, Use-Case Diagrams, Sequence Diagrams, MySQL, Microsoft Office (Excel, Word, PowerPoint).

- Soft Skills: Critical Thinking, Problem Solving, Conflict Resolution, Communication, Client Relationship Management, Adaptability, Teamwork, Teambuilding.

Languages

English - B2

Ukrainian - Native