Resume

Personal Data

Name	Anton Samoilov
Email address	anton.samoilov.brain@proton.me
Address	Kyiv, Ukraine
Date of birth	August 16, 2003
Website	github.com/Brain-Portfolio/BA_ESL_for_retail_chain
LinkedIn	linkedin.com/in/anton-samoilov-nortech

Summary

Junior specialist with hands-on experience in business analysis and process modeling in the retail domain.
Developed a full documentation set (Discovery, As-Is/To-Be, BPMN, etc.) for a practical ESL integration case, available on GitHub. Solid understanding of both business and technical sides of product development, backed by programming background (Java certification from TH Wildau). English B2+ level is confirmed by EFSET Certificate. Strong practical business-analysis performance validated by a recommendation letter from a **regional manager** at **Citrus**.

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 all store-operational roles 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.
- Mentored and trained 5+ new salespersons on diverse product knowledge, sales techniques, and operational best practices, significantly contributing to team development and performance

Education

Sep 2020 - Jul 2024	**Bachelor's Degree | Automation and Computer-Integrated Technologies. System Enginering** **Kharkiv National University of Radioelectronics (NURE), Kharkiv**

- Developed a qualification thesis: "Development of CRM System Components for Auto Service Station", scoring 82/100.
- 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 Systems and Networks** **NURE, Kharkiv**

Computer Engineering. Specialization: Computer Systems and Networks.
- Engaged in graduate-level studies focusing on complex system structures and network principles.

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.