

Iuliia Toporova

Service and Process Analyst



Personal Data

Email

Julia.toporova92@gmail.com

Phone

+48574695095

Education

Lviv Polytechnic National University -
Management of Foreign Economic Activity

Skills

- Lean Green Belt certificate
- ERP accounting systems (e.g. Oracle, 1C)
- Power BI, Jira – basic knowledge
- Good creativity and problem-solving skills
- Extensive knowledge of PowerPoint software; ability to collaborate with managers in designing effective presentations

Languages

English – C2 (advanced)

Polish – C2 (advanced)

Ukrainian – native

Russian – bilingual

Hobbies

Psychology

Art

Work History

4. 2020 - present

Service and Process Analyst

Amway Global Business Services, Kraków

- Preparation of presentations for alignment meetings with GBS Key Stakeholders
- Innovation Roadmap development and implementation
- Net Promoter Score survey performance and data analysis
- Service Management policies and standards preparation/improvement, RACI, contact/escalation matrixes creation
- Supporting in implementation and maintenance of Demand Management
- Cooperation with Knowledge Manager in development and implementation of best practice in knowledge management area across GBS
- Introduction and implementation of Lean strategies
- PMO support - monitoring and control of project execution performance, management reports preparation, risk logs creation and control

4. 2019 – 4. 2020

Accountant

Amway Global Business Services, Kraków

- Participating in AR transition process (Ukrainian market)
- Reviewing and reconciling customer account balances, investigating on discrepancies
- Daily Payment verification in EBS
- Refunds processing and reporting to Cash Management team
- Month-end and year-end closing

1.2017 – 11. 2018

Fund Accountant

State Street Bank International, Kraków, Gdańsk

- Preparing timely and accurate Net Assets Values, yields, distributions, and other fund accounting output for subsequent review
- Performing daily accounting of assigned funds and fund analysis for critical decision-making purposes
- Recording securities positions, corporate actions related and journal entries
- Reconciling and distributing reports to/from marketing, separate custodians and investment management

2. 2015 – 10. 2016

Billing Specialist

PLS Logistics Services, Lviv

- Identifying, researching and resolving billing variances to maintain system accuracy and currency
- Handling high volume of in-bound calls pertaining to reconciliation of delinquent accounts
- Performing the necessary clerical, data entry, research and problem resolution duties required for accurate and timely billing processing
- Invoice processing. Auditing freight bills and reports for accuracy