Salenko Kseniia

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 **EDUCATION**

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| **Voronezh State University** – Master’s program in applied mathematics and computer science *(GPA 4.2)* | **Russian Federation, Voronezh**  *08/2010 –07/2012*  *06/2018*  *(estimated)* |
| **Voronezh State University** – Bachelor’s program in applied mathematics and computer science *(GPA 4.2)* | **Russian Federation, Voronezh**  *08/2006 –07/2010*  *06/2018*  *(estimated)* |
| **Voronezh State University** – Nanodegree in English for Professional and Business purposes (GPA 4.3) | **Russian Federation, Voronezh**  *10/2009 – 05/2012* |

# PROFESSIONAL EXPERIENCE

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| **T-Systems** – full-time Business Analyst in the scrum team in the OSS project.  Responsibilities:   * Requirements management of the software product ; * Collection and analysis of use cases and requirements from the customers; * Preparation of gap analyses and citing differences in customer requirements and product implementation; * Collaboration with development teams and other Business Analysts to update/enhance enterprise-level functional architecture. * Facilitation project scope and modelling of solution approaches. | **Voronezh, Russian Federation**  *since 07/2018* |
| **NetCracker Technology Corp.**– full-time Customer Support Analyst in BSS project  Responsibilities:   * Providing timely and effective customer technical support for NetCracker's products; * Identification, analysis and troubleshooting of technical issues and providing cost-effective solutions; * Review and assess customer issues and change requests and streaming them according to customer priorities, contractual obligations and NetCracker business approaches; * Management and monitoring of the customer issue internal lifecycle within NetCracker organisation; * Support NetCracker Change Management and Product Management procedures from technical aspects; * Participation in on-site visits required by implementation/support plan for varying periods of time; * Work with professional services, product management, quality assurance and development teams to develop and improve product offering and troubleshoot software problem. | **Voronezh, Russian Federation**  **/Quito, Ecuador** *08/2016 – 06/2018* |
| **United Bakers**– full-time database specialist Responsibilities:   * Completion of client data storage; * Analysis of data consistency and correctness; * Uploading data from source systems and loading into storage under control of Oracle DataBase; | **Voronezh, Russian Federation** *06/2015 – 07/2016* |
| **Voronezh State University** – assistant in scientific research  Responsibilities:   * data processing, analysis of educational data, systematisation and loading into the DataBase; * provide reports and statistics; * result presentation; | **Voronezh, Russian Federation** *01/2013 –*  *05/2015* |

# ADDITIONAL SKILLS AND INTERESTS

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| **Achievements** | 2019: Talent Pool Nomination  2019: ‘Great contribution to the project’ Award  2019: a member of a Talent Pool association  2018: ‘Best Customer Support 2017’ |
| **Languages** | German (B1), English (C1), Russian (C2) |
| **Technologies** | Java (basic level), SQL, Maya |
| **Hobbies** | Latin social dances, travelling, yoga |