NATALIA ZEMCHIKHINA
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PROFESSIONAL SUMMARY

Aspiring Data Analyst, experienced Veterans Service Representative, Finance Specialist, Linguist and Military Veteran with 4 years of proven experience in the United States Army. Possess a comprehensive background in Data Analysis, Benefits Eligibility Determination, Claims Processing, Finance Operations, Customer Service and Budget Analysis derived from conducting domestic and global operations. Possess extensive knowledge in linguistics and fluent in Russian and English. I find Data fascinating due to its inherent story telling ability and its power: Data propels everything we do. Data Analysis has piqued my interest, because it provides me with a challenge where my love of research, learning, languages and numbers is being continuously tested. Detail-oriented, passionate and curious to continue learning the Data Analysis coding languages and new techniques to apply my knowledge in solving problems and finding solutions to enable leadership to make data driven decisions and achieve better results. Favorable Single Scope Background Investigation granted in 2014.

- Linguistics
- Leadership
- Data Input/Analysis
- Power BI/Tableau

- Finance
- Training and Development
- Customer Service
- SQL/Python

- Communication
- Microsoft Office Suite
- Budget Analysis
- GitHub/GitBash

DATA EXPERIENCE

Nashville Software School – Nashville, TN   **July 2020 – January 2021**
Data Analytics Apprentice
Intensive, hands-on training on analyzing raw data in the most widely-used tools, including Excel, Python, SQL, Tableau, and Power BI.

DATA PROJECTS

- **Lahman Baseball Database**
  Analyzed baseball statistics for Major League Baseball represented in 27 tables from 1871 through 2016 and answered the following data questions: name and height of the shortest player, players who played at Vanderbilt University, their salaries, the best paid player, the number of putouts made by three groups, the average number of strikeouts per game by decade, the most successful players, wins, attendances, etc. in SQL and Power BI, visualized the data in a PowerPoint presentation.
  https://github.com/NSS-Data-Analytics-Cohort-3/lahaman-baseball-nataliaz87

- **Metro Nashville and Davidson County Traffic Accidents in 2019 Calendar Year**
  Analyzed raw data to discover the cities, zip codes, months with the most accidents, types of accidents and collisions, fatalities& injuries, hit & run statistics, driving conditions contributing to accidents, made a conclusion on the safest and most dangerous areas.
  https://github.com/nataliaz87/Tableau-Metro_Nashville_and_-Davidson_County_Traffic_-Accidents_Analysis

  UN Gross Domestic Product and Internet Usage (Python)
  Analyzed two data sets to find out the Interment usage data used by the UN countries from 1990 through 2018. Plotted graphs to visualize the findings.
  https://github.com/NSS-Data-Analytics-Cohort-3/un-data-nataliaz87

PROFESSIONAL EXPERIENCE

The Department of Veterans Affairs – Nashville, TN
Veterans Service Representative **June 2017 – present**
- Conduct interviews by phone to explain the full range of VA benefits and related programs available to veterans and their beneficiaries, inform veterans and their beneficiaries of all required evidence and requirements needed to further the process of a claim, or entitlement benefit
- Analyze, develop, request required evidence, and make determinations on claims based upon federal guidelines (38 U.S.C. 1151, and other legal statues that may apply) using VA electronic systems
- Work and adjudicate, and issue decisions for complex claims, including Character of Discharge, Apportionments, Administrative Decisions, etc. coordinating with other program areas as needed to achieve the mission accomplishment
- Ensure that work is technically accurate, clear and concise, thorough, and sensitive; in language that the claimant can understand
- Review, determine eligibility, develop, gather data, process over 10 claims daily with the average quality of 99.8%, which saves the agency the time and funds by avoiding unnecessary rework
- Use VA-specific electronic data sources for claims processing, adjudication
- Saved tens of thousands of dollars monthly by processing claims with the utmost accuracy and correcting previously made human and system errors.

United States Army – Various Locations **May 2013 – May 2017**
Finance Specialist
- Utilized effective interpersonal communications skills to interact with customers to identify their needs, inform the customer of how the organization could best assist them and resolve problems
- Interpreted, analyzed and applied financial rules, instructions and procedures to ensure over 350 pay and entitle actions a month were processed efficiently and effectively
- Trained and mentored newly arrived personnel on policies, procedures and day-to-day activities which ensured non-stop operation of the section after deployment of 50 finance soldiers
- Made determinations as to eligibility for the type of entitlements sought; analyzed and requested required evidence for certain claims requiring additional documentation
- Created and analyzed Government Travel Credit Card usage and delinquency reports which kept senior leaders informed of potential fraud, waste and abuse
- Accepted, reviewed and approved travel authorizations and vouchers in the Defense Travel System ensuring accurate and timely payouts
- Managed risk upon multiple lines to protect assets, property, and equipment valued over $1M while meeting the expectations of senior leadership
- Accomplished measurable results while leading teams of 5 in a dynamic, fast - paced environment

EDUCATION

Masters of Theories and Methods of Teaching Foreign Languages | Vologda State Pedagogical University – 2009
Data Analytics Bootcamp | Nashville Software School – January 2021 (expected graduation)

PROFESSIONAL TRAINING

Data Analytics Bootcamp
US Army Leadership School
Business Analytics Course
US Army Finance School
Fiscal Law Training