**Mykola Hrytsay**

Saskatoon, SK S7K 2K1

+1 437-219-4273, email: nikobusiness144@gmail.com

**SUMMARY**

Motivated and detail-oriented banking professional with experience in customer service, financial support, and data analysis. One year of experience working at a Ukrainian bank assisting clients in-person and online. Demonstrated ability to manage financial transactions, solve problems quickly, and promote bank services. Additional background in crypto analytics and AI-based data visualization. Fluent in English, Ukrainian, and Russian — offering a unique advantage in communities with a significant Ukrainian population.

**Skills**

* Customer support (in-person, online)
* Banking operations & sales support
* Data analysis & visualization (Python, AI tools)
* Cash handling & transactions
* Strong communication and problem-solving skills
* Fast learner, adaptive, and team-oriented
* Languages: Fluent in English, Ukrainian, and Russian  
  (an asset in areas with a large Ukrainian-speaking community)
* Computer Skills: MS Office, Excel, ChatGPT, AI image generators, data tools

**PROFESSIONAL EXPERIENCE**

**Customer Assistant**  Dec 2021 – May 2023

PUMB Bank, Ukraine

* Assisted customers with account management, transactions, and general banking inquiries.
* Delivered top-tier online chat support, recognized among top performers.
* Provided excellent face-to-face customer service, building strong client relationships.
* Supported cross-selling by promoting bank services and financial products.

**Postal Service Assistant**  Jun 2024 – Oct 2024

MEEST Post Company, Toronto, Canada

* Operated the cash register and processed payments.
* Received parcels and entered data into the system.
* Assisted customers with postal services and inquiries.
* Ensured accuracy in labeling, packaging, and documentation.

**PROJECT EXPERIENCE**

Founder & Crypto Market Analyst

Telegram Channel – “ENMY Crypto” Nov 2021 – Present

* Built a crypto analytics community with over 1,300 members.
* Manage and analyze a cryptocurrency portfolio valued over $80,000.
* Use Python and AI tools to visualize and explain market trends.
* Share regular market analysis and trading insights.

**EDUCATION** Bachelor of Laws**,** Uzhhorod National University, 2022