

PAVLO NOVIKOV

Data Analyst

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SUMMARY

Junior Data Analyst with a background in finance and customer service. I bring strong skills in analyzing data and preparing reports. My experience in a fast-paced unicorn startups has given me an opportunity to learn how to detect pain points and provide valuable insights.

I am seeking a company where I can contribute meaningfully, learn, and grow. I'm particularly drawn to organizations that prioritize employee well-being and foster a culture of mutual respect and growth.

EDUCATION

Google Certificate

Data Analytics
2024

IT School "Go IT"

Data Analytics Certificate
2024

Krakow University of Economics

BSc in Marketing
2015-2018

HARD SKILLS

- Clean and Prepare Data
- Create Data Visualizations
- SQL
- Python, R
- Tableau, Looker, Power BI
- Google Sheets, Excel
- A/B Testing

SOFT SKILLS

- Detail-oriented
- Eager to learn
- Broad-minded
- Excellent verbal and written communication skills
- Ability to work efficiently both individually and in a team
- Fluent in English, Ukrainian and Polish

PROFESSIONAL EXPERIENCE

Neo Financial, Calgary, AB

Customer Support Specialist | September 2023 - April 2024

- Managed customer interactions, specializing in credit cards, loans, and financial accounts. Implemented strict authentication protocols for data security.
- Recognized for exceptional ownership of customer cases, demonstrating proactive approach that enhanced customer satisfaction.

Revolut LTD, Krakow, Poland

Quality Assurance for 2nd line support | October 2021 - April 2023

- Reviewed customer support internal escalations, identifying improvement areas. Reviewing 10+ agents, with an average quality improvement of 14% within the first 3 months.
- Analyzed customer interactions and quality reports to identify patterns and common issues, leading to actionable improvements in service quality and QA processes.

Stock Trading SME (2nd line support) | August 2020 - October 2021

- Managed a team of 3 as the senior SME in Trading, collaborating with the Trading Product Team.
- Ensured comprehensive training for 400+ agents, kept the support team updated on stock market news/issues.
- Collected, maintained and analyzed data to identify common problems and pain points in user experience.

PROJECT EXPERIENCE