

SERGEI BEREZIN

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SUMMARY

Business Process Automation Specialist for both small and large companies with 4 years of experience. In addition to automation, thoroughly analyzed company operations, assessed processes, and provided recommendations for improvement. Conducted negotiations with employees and management to accomplish assigned tasks and develop process requirements.

SKILLS

Python (Pandas, NumPy, SciPy, Matplotlib), CRM, BPMN, Excel, Power BI, SQL, Git.

Analytical and conceptual thinking skills, process modeling, data analysis skills, communication skills.

EXPERIENCE

Analyst

2022 - Present

Adamart

- Identified issues within the company's business processes in collaboration with the management, leading to process optimization and a 30% improvement in their efficiency.
- Developed and implemented a customer return system, resulting in a 1% increase in successful returns.
- Conducted negotiations with company employees and external teams to implement process changes, while also monitoring progress, thereby expediting implementation and meeting deadlines.

CRM Data Engineer

2020 - Present

Adamart

- Developed and implemented business process automation for 50+ companies across various industries (manufacturing, retail, services), resulting in process automation ranging from 30% to 60%, efficiency improvements from 10% to 50%, increased profits, enhanced communication, and reduced errors.
- Conducted negotiations with clients and outlined processes to create convenient and effective automated systems tailored to specific needs.
- Analyzed company workflows and proposed optimization strategies, leading to increased productivity and improved user experience.
- Conducted 100+ training sessions for employees on CRM system usage and compiled operation manuals, ensuring smooth CRM system integration and enhancing employee skills.