

Anastasiia Vasylenko

Analyst

Detail-oriented multi-tasking Analyst who has an extremely keen eye for detail. Adept at developing detailed analytical reports working closely with management and staff to gather appropriate data and creating compelling presentations for management and executive team. Specializes in performance analysis. Excellent management and team-building skills.

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Date of birth 1995-05-30

Languages

English

Spanish

Russian

Ukrainian

Polish

Education

2012-09 - 2015-05 **Borys Grinchenko Kyiv University**

Philology major (Language and Literature: Spanish and English)

Certificates

2019-01 IBM Data Science Professional Certificate

2018-11 Digital Marketing Specialist

Experience

2019-03 - present

Data Analyst

Apex Systems

- Ensured data accuracy through the creation and implementation of data integrity queries.
- Analyzed incoming data from various outside sources in order to process it and make necessary updates to the database.
- Built SQL queries to produce reports and facilitate the workflow of the team.
- Performed data manipulation.
- Trained and mentored other Data Analysts.

2018-06 - 2019-02

Quality Assurance Analyst

Accenture

- Performed quality audits and root cause analysis.
- Reviewed and analyzed content in Russian, Ukrainian, Spanish and Polish as well as translated data from the above languages into English for further analysis.
- Built a SQL-based unified quality dashboard.
- Provided administrative support to the team in the meetings.
- Delivered “just-in-time” training to auditors on new or changing policies as well as “refresher” training on existing policies on an as-needed basis.
- Managed investigations of escalations of inaccurate decisions to understand the root cause and prepared documentation with feedback and proposals on improvements strategies.
- Found trends of errors, developed a plan to target them, which resulted in increased team quality score by 10%.
- Administered training and refreshers of a group of 17 people and coached them on becoming more successful in their individual quality performance.

2017-10 - 2018-06

Content Review Analyst

BCforward/Accenture

- Reviewed and analyzing sensitive content.
- Reviewed and analyzed content in Russian, Ukrainian, Spanish and Polish as well as translated data from the above languages into English for further analysis.
- Used critical thinking and attention to detail to review content against existing policies.
- Maintained quality at over 99% and production at 250%.
- Nominated Top Agent in May 2018.
- Helped successfully resolve misinterpretations and policy contradictions.
- Promoted to Quality Assurance Analyst position.

2016-10 - 2017-10

Escalation Analyst/Editor

Apex Systems

- Reviewed and edited a large scale database.
- Translated and localized data from Russian, Ukrainian, Spanish and Polish into English as well as resolved errors related to the above languages in the database.
- Promoted to Escalation Analyst.
- Ensured the quality of work of general analysts and made corrections.

- Aided in troubleshooting program tools and policy misunderstanding.
- Provided solution using available sources and competitive analysis.
- Successfully utilized 5 languages to ensure international customers' understanding.
- Ensured accuracy of the existing information by communicating via phone calls with customers abroad.
- Applied basic programming skills.

2016-05 - 2016-10

Lifeguard

Austin Pool Pros

- CPR and lifeguard licensed.
- Provided appropriate emergency care.
- Resolved conflicts and ensured guests' safety.
- Took ownership of being responsible for appropriate and safe communication between foreign lifeguards and local customers.

2015-08 - 2016-06

Nanny

The Franciscos Family

- Cared for four kids: three girls ages 3, 5 and 7 years old and a boy age 4 months.
- Prepared and served meals with balanced nutrition, ensuring food safety for 3-year old's peanut allergy, while trained on emergency response.
- Organized fun and educational games, read storybooks that increased children's interest in story time, and plan outdoor activities

such as walking to the local playground and park.

- Performed housekeeping duties and ran errands including grocery shopping.
- Met with parents on a weekly basis to discuss plans for following week, as well as other issues.
- Intervened during strong disagreements, establishing open and safe environment for communication.

2015-05 - 2015-08

Photographer/Sales Associate

Digiphot Entertainment at Hard Rock Cafe

- Recognized as the Top Seller and Top Shooter twice within 3 months.
- Guaranteed positive customer experiences and resolved customer complaints.
- Built relationships and consulted with clients during pre and post production to meet their needs.
- Created innovating ways to increase sales.

Skills

Microsoft Office

Photoshop

Python

Machine Learning

SQL

Data Visualization

Data Science

Quickbooks

Spreadsheets

Digital Marketing

Google Analytics