**ALEX KOCIUBA**

# **+971 565223449 | kociuba84@gmail.com | github.com/alexkociuba | Dubai, UAE**

**SUMMARY**

Highly analytical and process-oriented professional with significant experience in customer profiling, fraud detection, high-net-worth-individual management, conducting detailed risk assessments, and conducting quantitative and qualitative analysis with analytics techniques to solve defined business problems. Energetic presenter and confident communicator with the ability to circulate information in a way that is clear, efficient, and beneficial for end users. Creative in finding solutions to problems and determining modifications for optimal use of organizational data while ensuring smooth execution of cross-channel communications, with a focus on nurturing customer relationships. Currently learning Python programming language. Developed in-depth business, and systems knowledge to improve analytical solutions, approaches and business recommendations.

**AREAS OF EXPERTISE**

* Customer Service
* High Profile Client Management
* Sales
* B2B Communications
* Technical Support
* Troubleshooting & Maintenance
* Customer Profiling
* Data Analysis
* Fraud Investigation
* Loss Prevention
* Corporate Risk Assessment
* Project Management
* Quantitative Research
* Liability Management
* CRM
* Statistical Report Writing
* Data Mining & Visualization
* Team Leadership

**SKILLS & CORE COMPETENCIES**

* Basic programming skills in Python
* Detail-oriented, thorough, and vigilant to collect all necessary data without missing critical components
* Ability to understand business requirements, translate and execute the technical analysis into actionable insights, derive metrics calculations, and present the information to both technical and non-technical stakeholders
* Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy
* Independently capable of seeking information, solving conceptual problems and delivering high quality results in challenging situations
* Ability to work with diverse business scenarios and having a business and consultancy mind-set, while technically (data) savvy
* Excellent data-driven storytelling and presentation skills, comfortable presenting complex analysis in a simple, easy to digest way to C-suite level stakeholders
* Ability to learn quickly and demonstrated ability to work independently and as part of a high-performance team
* Flexibility and able to work under pressure with tight deadlines and constant interruptions
* Outstanding problem-solving skills as well as the ability to identify issues and determine appropriate solutions
* Solid planning and organizational skills coupled with the ability to manage client expectations and take full responsibility for the delivering of project objectives
* Excellent interpersonal skills with ability to nurture and build strong relationships with key internal and external stakeholders, clients, and executives
* Strong project management skills and ability to effectively manage competing priorities in a complex work environment, focusing on high-value activities
* Excellent verbal and written communication skills to deal with people at all levels in a clear and accessible manner
* Computer proficiency in a range of applications: Microsoft Office, WordPress, OpenBet, Photoshop and many more

**WORK EXPERIENCE**

**CLIENT MANAGER |** DEAR SYSTEMSCLOUD INVENTORY MANAGEMENT – UAE

**2018 – 2019**

* Assisted global SMEs migrate to an online cloud inventory management system.
* Provided clients with personalized guidance on their specific technical requirements.
* Demonstrated functionality features tailored to specific business and industry needs (manufacturing, e-commerce, etc.).

**SPECIALIST REPRESENTATIVE |** QVC – UK

**2015 – 2017**

* Reported directly to the CEO on all matters concerning loss prevention, including fraud, lost missing shipments, fulfillment issues, negative publicity, compensation formulation, with a heavy focus on data analysis, problem-solving and investigations.

**NETWORK ENGINEER |** VIRGIN MEDIA – UK

**2013 – 2015**

* Installed and maintained domestic and business services in telephony, cable TV, and broadband internet.
* Worked with our Network Engineering team, helped to define architectural & engineering strategies and underlying roadmaps.

**ASSESSMENT SPECIALIST |** TOWN GREEN TRAINING – UK

**2009 – 2013**

* Managed a team of assessors and ensured assessment standardization across all subject matters and learners.
* Ensured all protocols of awarding body were followed correctly.

**RISK ANALYST / TRADER |** LADBROKES – UK

**2004 – 2009**

* Assessed risk based on wide range of aspects, including: client loyalty, brand image, preexisting liabilities, quality of source, recommendations from junior traders, corporate competitiveness & negative media publicity.
* Managed short and long term projects relating to all aspects of corporate level risk

**LIABILITY MANAGER |** LADBROKES – UK

**2003 – 2004**

* Assessed liabilities associated with various sporting events with an emphasis on football and horse racing.
* Investigated fraud and flagged/profiled customer accounts.
* Produced regular reports for key stakeholders.

**VIP CUSTOMER SERVICE |** LADBROKES – UK

**2002 – 2003**

* Senior level customer service position, assisting and managing VIP customer requests.
* Mediated between liability managers on the trading desk and client via telephone.

**EDUCATION & CERTIFICATION**

**MITX 6.00.1X – PYTHON PROGRAMMING LANGUAGE |** MASSACHUSETTS INSTITUTE TECHNOLOGY

**2021**

***Introduction to Computer Science and Programming Using Python***

**A1 ASSESSMENT CERTIFICATION |** HUGH BAIRD COLLEGE

**2009**

***Qualified to assess customer service qualifications***

**LEVEL 3 NVQ |** LADBROKES

**2003**

***Customer Service***

**A-LEVELS |** SOUTHPORT COLLEGE

**2002**

***Psychology (A), English Language (A), Sociology (B), Media (B)***

**GCSE’s |** DEYES HIGH SCHOOL

**2000**

***English Language (A), English Literature (A), Physics (A), Chemistry (A), Biology (B), Math’s (B), Information Technology (B), P.E. (A), Media (B), History (C)***