
Skills

- Technical skills: **Python** (Pandas, NumPy, SciPy, Scikit-learn, NLTK, Matplotlib, Seaborn, Plotly), **R** (dplyr, tidyverse, tidyr, ggplot2), **SQL** (SQLite, MySQL, SQLServer), Data visualization in **Tableau** and **Power BI**.
- Data Modeling and Predictive Analytics: machine learning algorithms and statistical techniques such as logistic regression, decision trees, neural networks, random forests, hypothesis testing, A/B testing, and sentiment analysis.
- Ability to work with large datasets and perform data cleaning, data wrangling, data mining, and data analysis tasks.
- Strong problem-solving and analytical skills, proficient communication, and teamwork abilities.

Projects

Diabetes: EDA, hypothesis testing, predictions with Python

- Conducted comprehensive analysis of more than 250k diabetes medical data, employing exploratory data analysis (EDA), and hypothesis testing to identify crucial factors impacting diabetes.
- Developed and evaluated multiple predictive models to accurately determine diabetes status, with the best-performing model achieving an accuracy of 75%, enhancing early detection, treatment, and management of diabetes.

Reviews: Sentiment, Topic Modeling, Clustering with Python

- Analyzed 20k hotel reviews using data analysis techniques, sentiment analysis, prediction modeling, topic modeling, and negative reviews clustering.
- Achieved high accuracy of up to 85% in sentiment prediction, enabling a precise understanding of customer feedback and enhancing customer satisfaction in the hotel industry. Identified key topics in reviews, allowing targeted improvements in service and facilities to meet customer expectations.

Real Estate Data Analysis Using SQL and Tableau

- Conducted in-depth analysis of USA real estate data (200k+ entries) using SQL, employing various techniques such as group by, joins, subqueries, and window functions to uncover insights on property prices, trends, and geographical distribution.
- Developed an interactive Tableau dashboard to visually present the analysis, resulting in an enhanced understanding of the real estate market dynamics and informed decision-making.

Insurance Charges: Exploratory Data Analysis and Predictions with R

- Performed comprehensive exploratory data analysis on insurance charges, examining variable distributions and correlations to gain insights into cost drivers and their impact.
- Built a robust linear regression model to accurately predict insurance charges, achieving a performance accuracy of up to 86%, enabling data-driven decision-making and cost optimization strategies for insurance providers.

Work Experience

Flight Attendant - Qatar Airways - Doha, Qatar

June 2019 – March 2022

- Developed problem-solving skills while working in a fast-paced international environment, and demonstrated the ability to make quick and informed decisions in high-pressure situations.
- Seconded to Customer Service, Social Media Team during the pandemic, leveraging strong analytical skills and data-driven approaches to support customer inquiries and improve overall service quality.

Customer Account Specialist – 2GIS, Software Company (Equivalent of Google Maps in Russia)

December 2015 – January 2019

- Managed and maintained data for key customers, ensuring data accuracy and integrity. Implemented marketing campaigns within the application and supported international branches in UAE.
- Performed data analysis tasks to optimize communication channels, effectively engage with key customers, and address their concerns.
- Engaged in data-driven decision-making to develop and implement targeted key customer service strategies, resulting in a significant increase in customer satisfaction scores by up to 30% and a reduction in customer complaints by 20%.

Founder – Stylish, Online Store – Novosibirsk, Russia

April 2011 – November 2015

- Established and managed an online store, leveraging data analysis techniques to identify market trends and growth opportunities, resulting in a 50% increase in annual revenue within the first two years of operation.
- Developed and implemented data-driven pricing strategies based on market demand and competitive analysis, achieving a 15% increase in profit margins, and honing skills in approaching complex problems with a logical and structured mindset.

Education

- Specialist Degree in Management (Master's Degree equivalent), Novosibirsk State University of Economics and Management, Russia, 2008-2013. Grade: 4.7/5.0.

Certifications

- Google Data Analytics Professional Certificate, 2022.
- SQL for Data Science: University of California, Davis (Coursera), 2022.
- R Programming: John Hopkins University (Coursera), 2022.
- Data Analysis with Python (FreeCodeCamp, DataCamp), 2023.