




**Ariuna Malakshinova**

*Looking for SQL developer role*

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Kraków, Poland

Find more information in 

## SUMMARY

Inspired by the initiatives of Women in IT, I am seeking a role that leverages my SQL skills and allows me to contribute to the field of technology.

With a robust background in banking, I bring a careful attention to detail and a deep appreciation for the significance of data consistency. My direct client engagement experience has been honed over three years of freelancing, where I successfully managed diverse client needs and expectations.

I am open-minded and eagerly embrace new challenges, with self-motivation driving my continuous learning and professional growth.

## KEY SKILLS AND COMPETENCIES

- On-going Database and SQL education
- Experience in bank industry
- Ethics First – communication, punctuality, responsibility
- Adaptability – previously successfully mastered bank industry and SMM
- Problem-solving skills

## TECHNICAL SKILLS

Databases: **Oracle (beginner)**

Languages: **SQL**

Tools: Toad for Oracle, SQL Developer, Oracle Live SQL, Git, VS Code

Operating systems: Windows

Other tools: MS Office, Notepad++, JIRA

## BUSINESS DOMAINS

Commercial banks (3 years): **Alfa Bank** – front office, customer service

**UniCredit** – front office, customer service

SMM (3 years): **Instagram**

## EDUCATION AND CERTIFICATES

2022-2024 Oracle LiveSQL Tutorial

2024 **Pluralsight:** Oracle Database 12c Fundamentals

2023 **Udemy:** SQL for Beginners: From Zero to Oracle Certification

2021-2023: SMM Instagram courses

2014-2017: Internal Certification in Banking Laws and Compliance

2007-2013: Master of Culturology (Eastern cultures and philosophies)

*Saint-Petersburg State University of Culture and Arts*

### WORK PERMIT

RP with access to labor market

No need sponsorship

### LANGUAGES

English (B2)

Polish (B2)

Russian (native)

### PDF VERSION



## EMPLOYMENT HISTORY

### Instagram SMM manager

*Self-employment*

Jan 2021 – present

*Kraków, Poland*

#### Clients:

- Counseling Psychologist – clients with full support, content making, account promotion
- TedX talks – event basis job
- Bloggers (2m subscribers) – content making, account promotion

Used software: VN, CapCut, InShot, InStroies, SnapSeed, CANVA.

### Customer Manager

*UniCredit*

May 2016 – Feb 2017

*Moscow, Russia*

#### Key responsibilities:

- Solve client's problems within his/ her responsibility
- Handle customer's complaints
- Review all data processed by the department staff
- Check all processes to be in line with law/regulations
- Coordinate with the Branch Manager in order to implement the updated information about target market, required documents, criteria, charges

#### Main achievements:

- Build a better customer service processes using experience from Alfa Bank.
- Helped to improve Customer Satisfaction by 3% for our branch.

### Customer Manager

*Alfa Bank*

Feb 2014 – May 2016

*Moscow, Russia*

#### Key responsibilities:

- Solve client's problems within his/ her responsibility
- Handle customer's complaints
- Review all data processed by the department staff
- Check all processes to be in line with law/regulations

Coordinate with the Branch Manager in order to implement the updated information about target market, required documents, criteria, charges

#### Main achievements:

- Fastly grew up and took much more responsibilities.
- Helped to improve Customer Satisfaction by 5% for our branch.

### Promoter

*Auchan*

Jan 2008 – May 2013

*Saint-Petersburg, Russia*

#### Key responsibilities:

- Contact with main office about new actions
- Propose new ideas for promotions
- Merchandising

#### Main achievements:

- By proper merchandising increase selling by 3-6% each year in shoe department.

## ADDITIONAL ACTIVITIES

Practicing my English and Polish at different meetups.

My hobbies are kitesurfing, gym, cycling, traveling.