

Katya Zhelandovskaya

SYSTEMS ANALYST

Moscow, Russia

☎ (+7983) 140-51-97 | ✉ eizhelande@gmail.com | 📍 zhelande | 🌐 katya-zhelandovskaya

Work Experience

Sber

Moscow, Russia

SYSTEMS ANALYST

Apr. 2020 - Present

- Project - migration of a proprietary monolith CRM System for physical clients and related processes to a custom platform solution with microservice architecture. Currently I am Lead Systems Analyst in one of three technical teams responsible (7-12 people per team).
- Core responsibilities - gathering requirements and designing functionalities, writing technical documentation, getting its approval, occasionally manual testing, and support of functionality.
- Designed a REST web service with 3 endpoints for the core domain subject - a client request. All these functionalities are currently in production and are used in workstations of support line staff for physical clients of the bank (over 100 mln).
- Gathered and documented requirements for high-load notification integrations (JSONs via Kafka with 100 peak tps) with the bank's communication channels to register clients' requests. These integrations allowed to transfer at least 50% of the transactional load from the legacy CRM System to a new solution.
- Reached an agreement with analytics of multiple teams on attributes of a business event. This agreement enabled the pilot of CEP+BPM solution for the resolution of clients' problems related to ATM failures.
- Being able to easily grasp core persons responsible, organized the process of e2e testing for 5 teams. At this time also performed manual testing of new functionality developed by team as we were in the middle of looking for a new tester. Because of this, we managed to pilot the process on time.
- Being a team Scrum master, I helped to build strong relationships between a new product owner and my team, and participated in the management of the team backlog. I also helped with the onboarding of new team members.
- Have been the only analyst in the team with 5-8 developers for a year.
- Occasionally participating in researching production bugs, at the same time constructing an internal wiki with useful instructions and SQL-scripts that are being used in support.
- For two quarters received a Thanks award in our cluster for being responsive to colleagues' help requests.

Glowbyte Consulting

Moscow, Russia

BUSINESS SYSTEMS ANALYST

Jul. 2017 - Apr. 2020

- Participated in multiple B2B projects with banks and telecoms mainly in two fields: (1) marketing communications based on SAS and IBM products, (2) loyalty programs. I was a part of small on-demand teams of 4-7 people (with a Solution Architect and a PM).
- Core responsibilities - communicating with clients, gathering requirements and designing functionalities, writing documentation (including manual guides), manual testing (ST, IFT, AT), and estimating the cost of additional features.
- For 1.5 years have been the main system analyst in building a loyalty program for a Russian bank (top-10). The solution was CEP based with various integration styles: files, XML messages over Tibco brokers, REST services, and database integrations. Participated in project launch, by April 2020 over 1 mln clients were active participants in the program.
- Created an SQL script for checking the correctness of calculations of bonuses. The logic was complicated: the percentage of bonuses depended on criteria and changed dynamically (several hundreds of SQL lines).
- Wrote a report in SAS EG for analyzing the effectiveness of marketing communications of one of the banks of Kazakhstan (top-20).
- Gathered requirements and performed manual testing for a new channel of marketing communications through SAS MA in a telecom of Belarus.
- Conducted 3 offline trainings in new products and functionalities for our clients (7-12 people per group).

Education

HSE (National Research University Higher School of Economics)

Moscow, Russia

BACHELOR'S DEGREE IN BUSINESS INFORMATICS

Sep. 2014 - Jul. 2018

- GPA 8.26
- Top 10% in the final ranking

Skills

Core	Software Requirements, Microservices and Event-Driven Architecture, Manual Testing, REST API, Kafka, ER-modeling
Instruments	Insomnia, Postman, Jira&Confluence, PlantUML, MS Visio, Drawio, Zephyr
Programming	SQL (Oracle, PostgreSQL), basic C#
Languages	English, Russian