ALEKSANDRA SERIKOVA
Data Analyst

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A highly motivated and data-driven Data Analyst with 3 years of experience in manipulating, analyzing, and interpreting complex data sets. Able to communicate insights to stakeholders and provide actionable recommendations to drive business decisions. Proficient in SQL and experienced in optimizing queries for improved performance. Skilled in creating actionable reports and dashboards using data visualization tools such as Tableau, Superset. Experienced in Python, statistical analysis and machine learning for creating predictive models and conducting A/B tests.

WORK EXPERIENCE

Company   **Samara, Russia**
Data Analyst   *December 2022 - Present*

- Analyze of data related to customer support to improve customer experience, reduce support ticket volumes and develop the quality of service
- Ad-hoc analytics, deep researches to find bottlenecks in processes
- Create dashboards and reports for decision-makers to assess key metrics related to customer service department
- Develop ETL-processes and build data marts using query optimization techniques
- Conduct A/B tests to evaluate new functionality and approaches to the service
- Present insights and recommendations to stakeholders and senior management on a regular basis

Company   **Moscow, Russia**
Data Analyst   *October 2020 - December 2022*

- Implemented scripts that ensure a transition from manual processes to automated reporting
- Provided ad-hoc analytics and conducted researches to identify patterns and anomalies
- Created dashboards and reports for monitoring key financial metrics
- Developed of a sales forecasting model for supply planning and inventory management
- Conducted A/B tests to evaluate new marketing features in offline stores

EDUCATION

Master's degree in Computer Science   **Moscow, Russia**
Higher School of Economics, Applied Mathematics   *2020-2022*

Bachelor's degree in Computer Science   **Samara, Russia**
Samara National Research University, Applied Mathematics and Informatics   *2016-2020*

SKILLS

Programming Languages: SQL (PostgreSQL, Oracle, Greenplum, Query optimization techniques), Python (Pandas, NumPy, Scikit-learn, SciPy, Statsmodels, Seaborn, Ploty)

Tools: Tableau, Superset, Jira, Confluence, Excel

Languages: English - B2, Russian - Native