VITALI BORYKAU

Data Analyst

@ vitali.borykau@gmail.com   ⦿ Warsaw, Poland

☆ LinkedIn: https://www.linkedin.com/in/vitali-borykau-961a55314/

SUMMARY

I'm a Production Support Engineer with 7 years of experience, passionate about data analysis and eager to move my career in this direction.

I have a strong background in SQL and BI tools like Tableau, coupled with solid experience in analyzing and investigating production incidents. I believe my production analysis expertise helps me to understand business needs better and uncover data-driven insights for strategic decisions.

Ready to bring my skills and passion for data to a new challenge.

EXPERIENCE

Production Analyst

Playtika

📅 10/2020 - 07/2024   ⦿ Warsaw, Poland

Conducted investigation of data and KPI-related incidents, mediating between the data department and R&D to identify and resolve issues. Performed data analysis based on business requests. Provided KPI trends and statistics to the business.

Tools: SQL, Tableau, Microsoft Excel, Microsoft PowerPoint, Jira, Confluence, ServiceNow, Power BI, Git

Key achievements:
- Resolved 500+ production incidents of various severity involving analysis of user and business data
- Set up 5+ Tableau dashboards for advanced data monitoring
- Decreased routine team workload by creating and maintaining data knowledge base, which also helped to onboard newcomers

Second Level Support Engineer

Playtika

📅 11/2017 - 10/2020   ⦿ Minsk, Belarus

Analyzed user related incidents. Worked in collaboration with R&D and business on incidents root cause analysis, offering summarized info and valuable insights for improvement. Leveraged logs and database queries for troubleshooting.

Tools: SQL, Microsoft Excel, Jira, Confluence, ServiceNow, Grafana, Kibana

Key achievements:
- Prepared 2 major games (50M+ downloads in Google Play each) for support by Second Level Support team: identified data which should be monitored, prepared documentation and established processes for communication between SLS, Customer Support, R&D and Business departments
- Facilitated establishment of Second Level Support department at Playtika Minsk, serving 6 game studios

QA Engineer

Playtika

📅 03/2016 - 11/2017   ⦿ Minsk, Belarus

Conducted manual testing for web and mobile games, ensuring robust functionality across platforms.

Coordinated the work of an Agile QA team as a QA Team Lead.

SKILLS

SQL   Tableau   Power BI   Python

Reporting & Analysis

Incident Management

Troubleshooting   Data Visualization

Microsoft Excel   Agile   Jira

Confluence   Microsoft Powerpoint

Git   pandas   Google Sheets

Looker / Data Studio

LANGUAGES

English   Proficient

Polish   Intermediate

Russian   Native

EDUCATION

Bachelor's degree, Electrical and Electronics engineering

Belarusian State University of Informatics and Radioelectronics

📅 09/2011 - 06/2016   📍 Minsk, Belarus