Ulyana Kryzh
Fullstack analyst

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Work experience

2024 - present time - VEBTECH (BelVEB Bank projects) - IT Business Analyst
- Reduced the cost of business processes by implementing RPA: Monitoring - by 3167%, Lending - by 412%
- Automated the exchange rate formation process by implementing a model for automatic calculation of rates, which reduced the percentage of errors to 0
- Increased the speed of working with an electronic digital signature by 80% by simplifying document flow
- Developed a system for assessing the effectiveness of processes based on ITIL, which made it possible to identify inefficient use of key IT services
- Described 317 end-to-end processes at the Bank level, identifying priority optimization points for business and IT departments
- Built and visualized the business architecture, ensuring synchronization of IT initiatives with the organization's business goals
- Developed technical specifications and participated in the implementation of changes to the Core Banking systems as part of the above optimization initiatives

2020-2024 - Deloitte/BST Audit - Business Process
- Designed and described the Quality Management System (BPMN, Internal Regulatory Documentation, instructions, SIPOC)
- Standardized and optimized more than 110 business processes, increasing their speed by an average of 12% due to simplification of document flow
- Developed a system of measures to reduce risks (including audit and corrective actions)
- Developed and conducted 15+ training sessions on the implementation and use of the QMS for employees companies

Skills and Toolkit

Process analysis: Process/Task Mining, AS-IS/TO-BE modeling (BPMN, IDEF0), optimization and automation (including RPA), Camunda, Business Studio, visualization (Power BI)
Business analysis: Collection and formalization of requirements (BRD, User Stories, Use Cases), prototyping (Figma), communication with stakeholders
System analysis: SRS, UML, REST API (Swagger), DB design (ER diagrams), SQL
Solution architecture: Building a business architecture, coordinating IT and business goals
Approaches and tools: Agile, Scrum, ITIL, TOGAF, BPM, Jira, Confluence, Git, Miro, Draw.io, LucidChart
Languages: English - C1

Education

2015-2019 - Belarusian State Economic University, Logistics Economist

Additional courses
- 2025 - Google Business Intelligence
- 2024 - UiPath Automation Business Analyst
- 2022 - Google Project Management