# Berta Devenyi

Data Analyst

Melbourne, Victoria

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https://www.linkedin.com/in/berta-devenyi-5aa55371/

https://woodpecker2100.github.io/

Languages

Python
Pandas, NumPy, Matplotlib, Jupyter Notebook
Other Technologies
Tableau, Postgres, MongoDB, Git, JavaScript, Web-scraping, MS Office Suite

Work Experience

2021-Present — **Customer Care Specialist, 13cabs**
- Handling escalated customer queries via phone or web,
- Quality control of customer complaints,
- Handling complex service issues,
- Advising customers of processes and products,
- Liaising with other departments,
- Handling lost property queries.

Customer Experience Operator, 13cabs
- Phone inbound customer service,
- Giving information regarding booking related processes and services,
- Clarifying and resolving customer issues,
- Following relevant call centre procedures.

2017-2018 — **Accounts and Administration Officer, Ark Centre**
- Managing the administration function of the business (including reports, meeting minutes, agendas, workflow, deadlines),
- Liaising with customers, members, and stakeholders,
- Actively participating in membership and accounts meetings,
- Raising invoices, journal entries,
- Managing Debt collection,
- Assisting with data migration to the new software (exploratory testing, database administration, removing impediments),
- Assisting with event planning and co-ordination with the event manager.

2015-2017 — **Project Administration Officer, Jewish Care Victoria**
- Assisting with project documentation (meeting minutes, agendas, documents, presentations, purchase orders, project financial planning, prioritization, risk register, scope etc),
- Liaising with customers and stakeholders,
- Monitoring and updating project budgets and investigating any variances,
- Assisting with subcontractor engagements,
- Assisting and preparing Customer and Cost reporting,
- Assisting with audit, reconciling statements

2013-2015 — **Accounts Payable, Jewish Care Victoria**
- Processing invoices
- Bank reconciliation
- Statement reconciliation
- Purchase orders
- Accruals
- Payment runs
- Credit card reconciliation

Personal Projects

Project 1: Research on correlation between air pollution and the cleanliness of water in different climate zones
https://github.com/luonri11/project-1-repo
Project 2: Property price research for Melbourne venues
https://github.com/luonri11/project-2
Project 3: Research on home burglary in Victoria,
https://github.com/woodpecker2100/project_3 ,
https://project3c.herokuapp.com/

Education

2022 — Data Science Bootcamp
Monash University, Melbourne

2003-2009 — Bachelor of Finance
University of Pecs, Hungary