






# Berta Devenyi

## Data Analyst / Business Analyst

 Melbourne, Victoria  +61 431 568 374  Berta.i.devenyi@gmail.com  <a href="https://www.linkedin.com/in/berta-devenyi-5aa55371/">https://www.linkedin.com/in/berta-devenyi-5aa55371/</a>  <a href="https://woodpecker2100.github.io/">https://woodpecker2100.github.io/</a>	<h3>Work Experience</h3> <p>2021-Present <b>Customer Care Specialist, 13cabs</b></p> <ul style="list-style-type: none"><li>• Handling escalated customer queries via phone or web,</li><li>• Quality control of customer complaints,</li><li>• Handling complex service issues,</li><li>• Advising customers of processes and products,</li><li>• Liaising with other departments,</li><li>• Handling lost property queries.</li></ul> <p><b>Customer Experience Operator, 13cabs</b></p> <ul style="list-style-type: none"><li>• Phone inbound customer service,</li><li>• Giving information regarding booking related processes and services,</li><li>• Clarifying and resolving customer issues,</li><li>• Following relevant call centre procedures.</li></ul>
<h3>Languages</h3> <p><b>Python</b> Pandas, NumPy, Matplotlib, Jupyter Notebook</p> <p><b>Other Technologies</b> Tableau, Postgres, MongoDB, Git, JavaScript, Web-scraping, MS Office Suite</p>	<p>2017-2018 <b>Accounts and Administration Officer, Ark Centre</b></p> <ul style="list-style-type: none"><li>• Managing the administration function of the business (including reports, meeting minutes, agendas, workflow, deadlines),</li><li>• Liaising with customers, members, and stakeholders,</li><li>• Actively participating in membership and accounts meetings,</li><li>• Raising invoices, journal entries,</li><li>• Managing Debt collection,</li><li>• Assisting with data migration to the new software (exploratory testing, database administration, removing impediments),</li><li>• Assisting with event planning and co-ordination with the event manager.</li></ul> <p>2015-2017 <b>Project Administration Officer, Jewish Care Victoria</b></p> <ul style="list-style-type: none"><li>• Assisting with project documentation (meeting minutes, agendas, documents, presentations, purchase orders, project financial planning, prioritization, risk register, scope etc),</li><li>• Liaising with customers and stakeholders,</li><li>• Monitoring and updating project budgets and investigating any variances,</li><li>• Assisting with subcontractor engagements,</li><li>• Assisting and preparing Customer and Cost reporting,</li><li>• Assisting with audit, reconciling statements</li></ul> <p>2013-2015 <b>Accounts Payable, Jewish Care Victoria</b></p> <ul style="list-style-type: none"><li>• Processing invoices</li><li>• Bank reconciliation</li><li>• Statement reconciliation</li><li>• Purchase orders</li><li>• Accruals</li><li>• Payment runs</li><li>• Credit card reconciliation</li></ul> <h3>Personal Projects</h3> <p>Project 1: Research on correlation between air pollution and the cleanliness of water in different climate zones <a href="https://github.com/luonri11/project-1-repo">https://github.com/luonri11/project-1-repo</a></p> <p>Project 2: Property price research for Melbourne venues <a href="https://github.com/luonri11/project-2">https://github.com/luonri11/project-2</a></p> <p>Project 3: Research on home burglary in Victoria, <a href="https://github.com/woodpecker2100/project_3">https://github.com/woodpecker2100/project_3</a> , <a href="https://project3c.herokuapp.com/">https://project3c.herokuapp.com/</a></p> <h3>Education</h3> <p>2022 <b>Data Science Bootcamp</b> Monash University, Melbourne</p> <p>2003-2009 <b>Bachelor of Finance</b> University of Pecs, Hungary</p>