

ROMAN MOSKALENKO

DATA ANALYST

[Portfolio](#)

CONTACTS

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Poltava, Ukraine

SKILLS

- analytical skills
- problem-solving mindset
- communication skills
- user-centric approach
- emotional intelligence
- data visualization
- data quality
- ETL/ELT processes

EDUCATION

SKELAR

IT Analytics Intensive • 2025

Digital Marketing Intensive • 2025

GoIT School, Changers School

Intro to Data Analytics • 2024

V. N. Karazin Kharkiv National University

Postgraduate at Computer Science • 2016 - 2020

Master's Degree at IT in Power Systems • 2012 - 2014

LANGUAGES

Ukrainian - Native

English - Upper Intermediate

PROFILE

With a strong background in customer support, I've developed an analytical mindset and problem-solving skills that I'm now applying to data analytics. I've recently completed a trainee program in a tech company and excited to kickstart my career as a BI Analyst and turn data into insights.

EXPERIENCE

EPAM internal lab

Trainee Data Analyst Engineer • 2024 - 2025

- Azure Analysis Services;
- Google Cloud Platform;
- Data Quality;
- Python Data Processing;
- Power BI and Tableau visualization;
- SQL querying.

HOSTiQ

Customer Support QA • 2021 - now

- check 120 customer support chats every month;
- provide constructive feedback to customer support representatives;
- created educational newsletters for customer support department to increase the level of Ukrainian literacy.

Customer Support Representative • 2018 - now

- process around 500 chats, 120+ tickets, 70+ calls and 15+ Redmine tasks every month;
- 5+ times gained nominee of the month (best customer review);
- mentored and supervised 3 newbees;
- participated in updating 9 articles;
- created a new version of the [FAQ payment methods guide](#).

V. N. Karazin Kharkiv National University

Assistant Professor • 2021

- created the module "Video Editor *Shotcut*" for the course "Digital information processing methods";
- conducted lectures and practices for 79 students.