**Anna Kostyrka**

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**DATA ANALYST**

**Excel | SQL | Python | Power BI | Tableau**

Results-driven Data Analyst with 2 years of experience in data modeling, KPI tracking, and business intelligence reporting. Proficient in SQL, Power BI, Python, Tableau, and Excel for extracting insights and optimizing decision-making. Skilled in building dashboards, creating reports, and developing SQL queries to uncover key insights across various domains. Adept at collaborating with stakeholders to enhance data-driven strategies and drive operational efficiency. Experienced in optimizing support processes enhancing customer experience, and delivering faster, high-quality service.

**WORK EXPERIENCE**

**Crumina -** *Orem, UT* Apr 2023 - PRESENT

**Data Analyst**

Provide data analytics for an automotive client, optimizing vehicle selection, sales strategies, and inventory management.

* Collected and integrated data from multiple sources, building a used-car market database with 4+ years of historical data to improve forecasting accuracy.
* Structured and optimized metadata for used-car market analysis, improving data quality and integrity across multiple sources.
* Transformed and standardized diverse file formats (CSV, JSON, API data) into structured databases for streamlined reporting (Python).
* Developed and optimized SQL queries to analyze market trends and identify the most popular vehicles, leading to strategic inventory decisions and a 15% increase in sales.
* Created data visualizations and Power BI dashboards to present key insights and highlight customer behavior to stakeholders, improving data accessibility and guiding business strategies.
* Conducted KPI-driven analysis to improve inventory turnover, reducing the time from car acquisition to final sale by 25%, and optimizing cash flow and operational efficiency.

**SoftServe** *- Lehi, UT* Dec 2021 - March 2023

**Frontend Engineer**

Developed a platform for recording, storing, and managing vehicle fault metadata, enhancing data accessibility, business intelligence insights, and operational efficiency

* Developed and optimized reusable UI components using Angular 13, RxJS, NgRx, and Tailwind CSS, enhancing frontend performance and maintainability.
* Improved data visualization and UI responsiveness, leading to a 15% increase in company revenue by enhancing user engagement and experience.
* Integrated REST APIs to ensure seamless data flow and dynamic content updates, improving application efficiency and real-time performance.
* Developed and executed unit tests (Jest), reducing production bugs by 30% and ensuring secure and clean code.
* Provided code refactoring and performance optimizations, enhancing frontend load times by 25% and improving overall application efficiency.
* Collaborated with stakeholders, engineers, and managers to implement new features, contributing to agile sprint planning, code reviews, and demo presentations.
* Deployed testable, high-quality frontend code, ensuring scalability and maintainability in Azure DevOps CI/CD environments.

**DFDevelopment** *- Sumy, Ukraine* Jan 2013 - Jan 2021

**Customer Support Representative / Frontend Markup Developer**

Used strong organizational and analytical skills to improve support efficiency and overall customer experience.

* Provided timely and quality technical support for customers by guiding them in customizing and utilizing company digital products, improving customer satisfaction and customer retention by 15%.
* Analyzed customer support data to identify common issues, reducing resolution time by 30% through improved documentation and automated responses.
* Maintained and updated frontend UI components, ensuring data consistency and accessibility across multiple platforms, improving customer interactions by 20%.
* Utilized Excel and SQL to track and report key performance indicators (KPIs), providing actionable insights that enhanced customer experience and operational efficiency.
* Collaborated with stakeholders to improve support workflows, leading to a 15% increase in customer satisfaction scores and improved customer retention.
* Ensured data integrity by cleaning and organizing customer records, reducing inconsistencies by 40%.
* Worked closely with engineers and business teams to bridge the gap between technical implementation and user needs, improving system efficiency and troubleshooting processes.

**EDUCATION**

**Sumy State University -** *Sumy, Ukraine*

Bachelor of Arts **-** Foreign Languages and Literature

**PROFESSIONAL SKILLS**

Programming languages: Python (Pandas, NumPy, MatPlotLib), JavaScript (Angular 13, RxJS, NgRx, HTML, CSS)  
Databases: MySQL Server, SQL, SQLite  
BI & Visualization Tools: Tableau, Power BI, Microsoft Excel, Google Sheets (Pivot Table, VLOOKUP, Conditional Formatting)  
CI/CD: Azure DevOps, GitHub, GitLab  
APIs: Postman, Rest APIs