VITALINA HOLUBENKO

Data Analyst | Python Developer | Application & Operations Support | Machine Learning

(+351) 938 911 164 | vitalinaholubenko@gmail.com | LinkedIn | GitHub | Lisbon, Portugal

PROFESSIONAL SUMMARY

Data-driven analyst and IT operations professional with 5 years of experience spanning Python development, data analytics, machine learning, and production support in regulated banking environments. Proven track record in incident management, SLA monitoring, and root-cause analysis using ITIL best practices. Fluent in English, Portuguese, and Ukrainian.

CORE COMPETENCIES

Python Development & Scripting | Data Analysis & Reporting | ETL Pipeline Development | Predictive Modeling & ML | Power BI & Tableau Dashboards | SQL & Database Querying | Incident & Problem Management (ITIL) | SLA / KPI Monitoring | ServiceNow Administration | Root Cause Analysis | Linux Systems Administration | Stakeholder Communication

WORK EXPERIENCE

IT Production & Application Support Consultant | Oct 2024 – Present

Alenia Consulting — BNP Paribas Corporate & Institutional Banking *Lisbon, Portugal*

- Provided application and operations support for critical banking systems, managing and triaging user requests and incidents through ITSM tooling in line with ITIL best practices, achieving consistently high SLA compliance.
- Developed Python scripts to automate recurring monitoring checks, log parsing, and health-check reporting across Linux-based production systems, reducing manual triage time and catching issues earlier.
- Lead incident management and root-cause analysis, combining Python automation with complex SQL queries against Linux-based systems to diagnose and resolve production issues faster.
- Design and build ServiceNow dashboards for SLA tracking and operational KPIs, improving visibility and decision-making for senior management.
- Partner with business analysts and IT operations teams to safeguard data accuracy and seamless system performance across the support lifecycle.

Data Analyst | Oct 2023 – Sep 2024

Deeper Systems *Fullerton, CA, USA*

- Cleaned, processed, and automated large datasets in Python (Pandas, NumPy), cutting data preparation time by 30% and freeing analyst time for higher-value work.
- Designed and deployed Python-based machine learning models with Scikit-learn, improving trend-prediction accuracy by 15% and supporting data-driven business decisions.
- Built and maintained robust Python ETL pipelines for daily ingestion of structured and unstructured data from multiple source systems.
- Delivered interactive Power BI and Tableau dashboards, powered by Python-processed datasets, that translated complex data into clear, actionable insight for business stakeholders.

Research and Development Engineer | Aug 2021 – Sep 2023

Laboratório de Informação e Sistemas, Instituto Pedro Nunes *Coimbra, Portugal*

- Developed a lightweight, Python-based intrusion-detection capability for Linux-based IoT devices as part of the EU-funded ARCADIAN-IoT project.
- Built Python NLP pipelines and Python AI/ML anomaly-detection models for cybersecurity text analysis, and led cross-component system integration ensuring interoperability and security compliance.
- Authored technical findings and collaborated with European partners in agile, multi-stakeholder delivery settings.

TECHNICAL SKILLS

Languages: Python (advanced), SQL, R, Java, JavaScript
Python & ML Libraries: Pandas, NumPy, Scikit-learn, TensorFlow, Matplotlib
BI & Visualization: Power BI, Tableau, Excel (advanced)
IT Operations: ServiceNow, ITIL v4, Linux, Kubernetes/OpenShift, JIRA
Frameworks: React, Django, Flask, Spring Boot, Angular
Tools: Git, Docker, GitHub, Visual Studio Code, PyCharm, Eclipse

EDUCATION

Post-Graduate Degree in Corporate Finance — University of Lisbon, 2024 | Lisbon, Portugal
Master of Science in Computer Science — University of Coimbra, 2022 | Coimbra, Portugal
Bachelor of Science in Computer Science — University of Coimbra, 2020 | Coimbra, Portugal

CERTIFICATIONS

- ITIL® v4 Foundation - PeopleCert (April 2025)
- Cloud 101 | Cloud Operations - Bronze & Silver, BNP Paribas (February 2025)
- Introduction to Containers, Kubernetes, and OpenShift V2 - Cognitive Class (January 2025)