



MAKSYM BERSUTSKYI

DATA ANALYST

Data Analyst with 9+ years across analytics, support operations, data engineering, and delivery. Builds production data systems that turn complex operational data into reliable metrics, alerts, and workflows. Most recently built analytics systems for OBRIO's General Support and Customer Success teams and developed Orion, an AI analytics agent for Slack.

CONTACT INFO

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TECH STACK

- Core: SQL, Python, TypeScript, Node.js
- Data platforms: Redshift, Vertica, PostgreSQL, MySQL, ClickHouse, Elasticsearch, DuckDB
- Engineering: pandas, ETL/ELT, APIs, data modeling, validation, scheduling and backfills
- BI: Tableau, Grafana, Kibana, Power BI, Excel, Google Sheets
- AI and automation: OpenAI Responses API, LLM agents, Slack API and Bolt
- Delivery: GitLab CI/CD, Docker, Kubernetes, Next.js, pytest, Vitest, OpenTelemetry

SOFT SKILLS

- Approachable and clear communicator
- Fast, self-directed learner
- Evidence-led problem solver
- Proactive ownership
- Cross-functional leadership
- Adaptable and self-sufficient
- Sense of humor

HARD SKILLS

- Support analytics and semantic-layer design
- Agent efficiency and productivity metrics
- CSAT, FRT, MRT and backlog reporting
- Data quality, lineage and metric governance
- Customer segmentation and proactive triggers
- Workflow automation and production incident diagnosis
- Stakeholder discovery and end-to-end delivery

HOBBIES

- Board game design and development
- Exploring niche music genres
- Cinematography and film
- Stand-up comedy appreciation
- Competitive gaming and E-sports

WORK EXPERIENCE



DATA ANALYST

OBRIO
December 2025 to Present

- Built production analytics systems for General Support and Customer Success, automating operational metrics, alerts, and daily workflows.
- Developed Python and SQL ETL services across Redshift and Vertica, integrating Zendesk, Intercom, Coda, Notion, Tableau, and Slack.
- Designed governed support efficiency and productivity models with workload baselines, data-quality gates, audit history, and Tableau outputs.
- Developed Orion, a TypeScript and Next.js Slack AI agent using the OpenAI Responses API and read-only tools for Redshift, Tableau, Notion, and source inspection.
- Shipped tested containerized services through GitLab CI/CD and Kubernetes with access controls and observability.



DATA ANALYST

EveryMatrix, Lviv UA

March 2025 to December 2025

- Reconciled high-volume transactional data to identify discrepancies, anomalies, fraud patterns, and operational issues.
- Engineered Python, SQL, DuckDB, and Elasticsearch pipelines for validation and reporting across 100M+ records per day.
- Reduced reporting time by 95% through automated reports, Slack and Teams alerts, health scores, and near-real-time issue detection.
- Built Grafana, Kibana, and Confluence monitoring and supported computer-vision labeling and ensemble classification work.



DATA ANALYTICS AND BI SPECIALIST

Continuum, Odesa UA

January 2021 to March 2025

- Analyzed product and operational data to identify trends, funnel bottlenecks, root causes, and actionable opportunities.
- Designed and maintained KPI dashboards, analytical tables, and views; improved data integrity and repeatability.
- Automated reporting and recurring data workflows in Python, keeping stakeholders informed with consistent outputs.
- Translated requirements into tailored analytics for marketing, sales, support, QA, and leadership teams.
- Maintained documentation for data models, workflows, dashboards, and analytical reports.



PROJECT MANAGER

Continuum, Odesa UA

July 2020 to January 2021

- Coordinated cross-functional teams and managed project scope, timelines, deliverables, and risks.
- Used Jira and Monday.com to track work, dependencies, deadlines, and delivery status.
- Resolved delivery blockers and aligned stakeholders around priorities and outcomes.



ACCOUNT MANAGEMENT TEAM LEAD

Continuum, Odesa UA

August 2018 to July 2020

- Led and mentored a technical-support team, managing schedules, workload, quality, and performance metrics.
- Acted as the escalation point for complex technical issues and coordinated resolution with engineering teams.
- Designed workflows that streamlined troubleshooting, service delivery, and operational handoffs.
- Conducted interviews and performance evaluations.



ACCOUNT MANAGER

Continuum, Odesa UA

May 2017 to August 2018

- Supported end users, business partners, affiliates, and mid-level clients across tickets, chat, phone, and email.
- Turned client feedback into actionable stories and tasks for product and engineering teams.
- Provided advanced technical support and customer-success coaching.
- Implemented software integrations and automation workflows that improved customer experience and reduced manual work.

