

Jenny Yashin

Business Systems & Operations Analyst

📍 London | jenny.yashin@gmail.com | 07873979525 | [Portfolio with links \(WIP\)](#)
British, Russian, Italian citizen

Professional Summary

Business Systems & Operations professional with 14+ years of experience supporting business-critical platforms, analysing operational data, improving business processes and delivering executive reporting within international organisations.

Experienced in platform administration, website operations, technical troubleshooting, developer collaboration, user support, documentation and process improvement.

Trusted to support senior leadership, global business systems and international teams across more than 130 offices by combining analytical thinking, technical problem-solving and operational excellence.

Actively developing Python, automation and data analysis skills to support continued growth within Business Systems and Business Analysis.

Areas of Expertise

Business Analysis • Business Systems • Business Process Improvement • Executive KPI Reporting • Stakeholder Communication • Application Support • Root Cause Analysis • User Acceptance Testing (UAT) • Technical Documentation • Developer Collaboration • Advanced Microsoft Excel

Professional Experience

Design Lead – Business Systems, Operations & Reporting

@ Antal International, Global Headquarters, London | Nov 2018 – Present

Supporting business operations across more than 130 offices in over 40 countries.

Support senior leadership and international teams by ensuring global business systems, reporting processes and operational data remain accurate, reliable and aligned with business needs.

- Analyse business requirements while administering global business systems across 700+ consultant profiles, user accounts, office structures and recruitment workflows, ensuring reliable platform configuration and data accuracy.
- Act as the primary point of contact for complex platform and CMS issues, investigating root causes, documenting findings and working closely with developers to implement effective solutions.
- Supported the successful delivery of two global website transformation projects by coordinating testing, validating migrated data, performing user acceptance testing and providing post-launch operational support.
- Produce executive KPI dashboards and operational reports for the CEO, CFO and Board on a daily, weekly and monthly basis, transforming operational data into actionable business insights.
- Redesign reporting structures and improve Excel-based reporting processes, increasing reporting accuracy, consistency and usability for executive stakeholders.
- Export, clean, validate and analyse operational datasets to support strategic decision-making and identify business trends.
- Produce over 50 technical guides, user manuals, video tutorials and operational documentation, improving knowledge sharing across international teams.
- Collaborate directly with software developers by reproducing defects, documenting issues, validating fixes and supporting continuous platform improvement.
- Train internal users on business systems, operational processes and newly implemented workflows across global teams.

Previous Experience

Digital Operations, Website Administration & Business Support

Roles included: Graphic Designer, Website Administrator, IT Assistant & Video Editor

Freelance and Contract Roles | London and Italy | 2011–2018

Clients incl: FIAT Chrysler Automobiles (FCA), Phonak Sonova, Yellow Pages and other UK and international organisations.

- Administered websites and CMS platforms for UK and international clients.
 - Supported e-commerce websites, backend administration and digital operations.
 - Produced business reports and analysed operational data to support commercial decisions.
 - Delivered technical support and website troubleshooting.
 - Collaborated with clients to gather requirements and deliver digital solutions.
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Technical Skills

- **Business Systems:** CMS • Platform Administration • Website Operations • Application Support
 - **Data & Reporting:** Advanced Excel • Pivot Tables • VLOOKUP • Data Validation • Dashboard Reporting
 - **Programming & Automation:** Python (learning) • HTML • REST APIs (learning) • GitHub • Web Scraping (learning)
 - **Tools:** WordPress • Microsoft 365 • JotForm • Figma • Adobe Creative Cloud
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Technical Development & Automation Projects - Professional Python Development (ongoing)

- *Flight Deal Finder* – APIs, Google Sheets automation, data processing.
 - *Stock News Alert* – API integration, automation and notifications.
 - *Data Cleaning & Analysis* – transforming datasets into structured outputs.
 - *Password Manager* – JSON, data management.
 - *Web scraping projects* using BeautifulSoup.
 - *Additional automation projects* available on GitHub.
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Education

- Python Programming & Automation (*In Progress, Expected completion: 2026*)
100 Days of Code: The Complete Python Pro Bootcamp – Dr. Angela Yu
 - Bachelor's Degree, Design & Visual Communication - Politecnico di Torino, Italy (2011)
 - Surveyor & Technical Design Diploma - Alvar Aalto, Torino, Italy (2008)
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Awards

- **Support of the Year** – Antal International (2023)
 - **Brand Builder of the Year** – Antal International (2019)
 - **High National Merit** – Star of Solidarity (2016)
 - Contributed to **multiple award-winning** global Back Office, website and digital transformation initiatives.
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Languages

- English – Full Professional Proficiency
- Italian – Native
- Russian – Native
- Japanese – Elementary