

CURRICULUM VITAE
Senior Project Manager

Victoria

Level of English
Advanced

Skills

- Management;
- Team Leading;
- Google AdWords;
- Google Analytics;
- Yandex.Direct;
- Yandex.Metrika;
- Technical Documentation;
- Reports;
- Jira;
- Trello;
- Confluence.

Experience

Head of PMO
Mar 2020 – May 2021**NDA**

Responsibilities:

- Leading a team of 5 project managers;
- Creating career development plans for my group;
- Holding 1-2-1 biweekly meetings with the team members;
- Running weekly meetings with the partners, team leaders and product teams where we discuss the progress and update projects status;
- Leading several own projects: 1) The SEO project: how to improve the website to gain better SEO positions with weekly progress meetings; 2) New backend integration: how to implement the feature to have it both nice looking on the front and efficiently working on the backend;
- Creating a managers' KPI plan for the career and salary promotion. As a result, managers got a pay raise;
- Helping to manage any conflicts between PMs and developers' groups;
- If needed, restructuring the group by moving the manager from one dev-team to another with the support during the initial period;
- Aligning internal developers' resources, adjusting the flow to several teams at once, delivering projects on time or with slight delay approved with the clients;
- Coordinating the project from its start to release;
- Finding a way to be helpful and effective for both sides: developers and product owners or clients;
- Quickly scheduling a hotfix for critical bugs;
- Investigating and outlining project specifications;
- Creating the roadmaps and documentation for the projects;
- Communicating with the partners and clients during the development keeping all sides up to date with the progress;
- Can explain and present new projects, updates and improvements.

Project Manager
Feb 2018 – Mar 2021**NDA**

Responsibilities:

- Working with the teams: Java, C++, Ruby, JS, Design Team, QA;
- Working with task-trackers: Jira, Trello, Confluence as a workspace;

- Scheduling and planning based on Product Team requirements from the UK;
- Working with documentation, scopes and plans written in English;
- Working with different projects:

1) Betting Platform

The project was fully developed by the internal team for the onward sale.

- Handling functionality requirements from product manager;
- Managing further analytics and tuning for developers;
- Scheduling developers' sprints and planning release dates;
- Working on project demos;
- Processing feedback, requirements, updates and supplement, ongoing plan adjustment;
- Production Release:
- 40 000 active users were migrated from one platform to the new one safely: transaction history, account details, payment balances were retained and ready for immediate use;
- Preservation of all functionality after migration: betting, data continuous update, regular trading by traders team via admin tool;
- Functional support, load monitoring and prompt actions right after the release.
- Next Phase planning: UI improvements, performance updates, overload monitoring and fixing, production analytics after the launch.

2) Payment Service Providers Integration and Support

- Integrating new providers;
- Supporting ongoing payment methods: regular releases with improvements and fixes;
- Refactoring old system: moving from XML to JSON method.

3) Partners' websites support

- Preparing regular technical updates releases;
- Supporting partner via Zendesk and Jira;
- Working on new casino providers integrations;
- Refactoring websites and migration to the new backend.

4) Themed widgets launch

As an example, we released the 2018 World Cup Widget which allowed betting promptly on the ongoing football games from the main page.

- Coordinating internal developers' resources, to get through to developers, adjust the flow to several teams at once;
- Scheduling the process for multiple teams and ensuring projects delivering on time;
- Fixing critical bugs rapidly in production;
- Analyzing and drafting requirements;

Senior Account
Manager
Apr 2016 – Nov 2017

NDA

Responsibilities:

- Demonstrating new projects, updates and improvements.
- Technically supporting launch, hiring and training an account manager remotely;
- Planning and launching the ticket system of technical customer support;
- Managing churn rate;
- Releasing service FAQ;
- Managing telephony: ordering and connecting telephone numbers, calls routing gross profit monitoring;
- Developing inducement system;
- Corporate training on how to use the service;
- Interviewing candidates.

Account Manager
May 2015 – Apr 2016

NDA

Responsibilities:

- Calculating individual price for the customers;
- Starting a project for the customers to their briefs;
- Managing: technical support by phone and e-mail, updating configurations, reporting;
- Configuring customer telephony;
- Analyzing the results;
- Increasing clients' advertising budget;
- Managing billing and document;
- Recovering accounts receivable;
- Building a knowledge base for customers;
- Working with more than 120 clients at the same time;
- Managing key clients;
- Studying the basis of contextual advertisement, SEO, targeted advertising, Yandex.Metrika and Google Analytics.

Education

**Plekhanov Russian
University of
Economics**
2010 – 2014

Degree in Engineering and Economy, Management

**V. N. Karazin Kharkiv
National University**
2009 – 2013

Bachelor's Degree in International Economic Relations