



## CONTACT INFORMATION

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## EXPERIENCE

### Kyiv, Ukraine

*Apr 2020 - Present*

#### Project Manager

KYIV SCHOOL OF ECONOMICS (Education)

- Managing KSE relations with partner institutions: University of Houston, CERGE-EI (University of Praga), Taras Shevchenko National University etc.
- Coordination of short-term and on-line course content development.
- Marketing analysis, promotion and sales of courses.
- Relations with faculty involved in teaching courses (contracts, needs and problems, course plans etc.).
- Student relations (contracts, on-line and online study process communications, needs and problems, student feedback etc.).
- Developing and implementing quality control procedures for online and on-line courses.
- Supervising programs logistics and administrative support (incl. venues, program materials, catering, etc.).
- Course budgeting and coordination of all related financial operations/documentation (contracts, invoices etc.).
- Coordination of cross-departmental processes and procedures (IT, student support services and accounting etc.).
- Exploring new options and suggesting procedures and IT solutions to improve customer experience, contributing to development of on-line education platform.

### Kyiv, Ukraine

*Aug 2018 - Apr 2020*

#### Project Manager

DEC GROUP (Education)

- Administrative guidance on project execution.
- Development of project scopes and objectives.
- Analyzed and then effectively strategized in regard to business goals, deadline, schedules, budgets, needed resources, and team member coordination.
- Supervising project progress.
- Working with stakeholders and resource management to determine standing requirements and allocation of available resources for projects.
- Building strategic partnerships with customers.
- Organization education events for foreign Universities.

### Kyiv, Ukraine

*Jan 2018 - Aug 2018*

#### Project Manager

CONCERT.UA (Show business)

- Effectively communicated the scopes, schedules, and budgets with both customers and contractors on a variety of projects.
- Developed strategy and architecture for clients in alignment with business plans.
- Successfully identified clients' needs in order to make recommendations on the most effective forms of production based on each project's individual budget.
- Prepared financial reports in Microsoft Excel for the firm including profit and loss statements, balance sheets, income statements, yearly overhead, rate calculations, and monthly billing report.
- Performed cost analysis and prioritized project requirements.
- Managed delivery of end-to-end projects.
- Directed modification requests in projects and served in escalating key points.

Kyiv, Ukraine  
Aug 2015 - Jan 2018

**Account Manager**  
REIKARTZ HOTEL GROUP (Hotels / Restaurants / Entertainment)

- Wrote and presented business proposals to prospective clients.
- Collaborated with clients from various industries to create effective digital marketing campaigns.
- Tracked the progress of ongoing digital marketing campaigns to evaluate their effectiveness and make changes where necessary.
- Negotiated marketing campaigns with media providers to get the best possible deals for clients.
- Managed simultaneous projects on various clients' accounts on a rolling basis.

Dnipro, Ukraine  
Oct 2010 - Jun 2015

**Client manager**  
PRIVATBANK (Banks)

- Answered calls, responded to emails, and spoke with clients face-to-face.
- Mediated negotiations between customers and bank.
- Maintaining the customer base.
- Search and offer the best solutions to the client.
- Ensured customer satisfaction and problem resolution.
- Proactively participated in meetings and helped create new practices.
- Processed a range of documentation and entered information into databases.

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## EDUCATION

Ukraine, Dnipro  
Sep 2006 - 2011

**Master's Degree in Economic Education. Specialty: "Management of organizations".**  
Ukrainian State University of Chemical Technology

Kyiv, Ukraine  
2020

**IT Project management.**  
IT Education Academy

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## LANGUAGES

English  
Intermediate

Ukrainian  
Native

Russian  
Native

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## INSTRUMENTS

Team management  
Excellent communication  
Conflict management  
Facebook, Instagram, Twitter, LinkedIn  
Google: Ads, Analytics, Trends, Drive

Strategic planning and analysis  
Delegating tasks  
Social media marketing  
Adobe Photoshop, Corel Draw, Canva