

PROJECT MANAGER

🔄 15 октября 2020 📍 Город: [Львов](#)

Возраст: 44 года

Режим работы: полный рабочий день, удаленная работа, частичная занятость

Категории: IT, WEB специалисты, Руководство

✓ Состою в браке ✓ Есть дети ✓ Готова к командировкам

Опыт работы

Maternity Leave

Название компании скрыто (Maternity Leave), Львов

05.2017 – По настоящее время (9 лет)

Project Manager

Devellar (IT), Киев

11.2006 – 04.2017 (10 лет 5 месяцев)

Обязанности:

- Plan on-going and one-time tasks for assigned projects, control execution of all tasks and activities according to plan;
- Management of 10+ member team;
- Project development plan creation, budget, profitability calculation
- Control tracking of resources (time, money) spent for task execution;
- Manage creation of new and redesign of existing websites, content updates, promo actions, functionality updates, increasing number of services provided;
- Onsite optimization;
- Analyze results of the current plan and strategy, overall performance of the project: monitoring of sales, serps positions, traffic, conversion rate, average order value, etc;
- Manage and update pricing policy, services/products line, communication with visitors and customers;
- Manage and promote affiliate program and affiliate network;
- Monitor market and competitors for assigned commercial projects;
- Manage online reputation of company's projects. Eliminate negative reputation issues where possible;
- Staff training and follow up of their work

Projects, processes and achievements:

1. Ongoing process: academic assistance projects for international students. Achievements: conversion rate of new visitors increased up to 6%, yearly revenue increase achieved 15-40%, # of failed orders reduced twice

2. Start-ups:

- Resume writing service – Resumesplanet.com
- Online tutoring service (B2C) – Tutorsville.net. Achievements: new project was launched; support and sales staff was trained, their work is under constant control; the process of online tutoring in 30 subjects was set up and is running independently; revenue increased in 17 times (6-month period); additional services are in the process of implementation;
- Online educational platform (B2B) – Tutorsclass.com. Beta version was launched.

Customer Support Representative

IMU (IT), Киев

02.2006 – 06.2006 (4 месяца)

Обязанности:

- Technical support of foreign customers by phone and email;
- Negotiations with affiliate partners;
- The procedure of delivery of orders was improved – the delivery period is reduced, copies of orders are sent from different domains to addresses at postal servers with strong anti-spam policy
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Образование

Izmail State Liberal Art University (Измаил)

Специальность: Faculty of Foreign Languages

полное высшее, 09.1998 – 06.2003 (4 года 9 месяцев)

Знание языков

Английский - Продвинутый (свободно)