

## ★ МЕНЕДЖЕР, 40 000 ГРН.

🔄 2 июня  
2022

📍 Город: [Львов](#)

Возраст: 38 лет

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

Категории: HR, управление персоналом, IT, WEB специалисты, Работа за рубежом

✓ Готов к командировкам

### Опыт работы

#### PROJECT MANAGER IN IT

Название компании скрыто (IT), Львов

09.2021 – По настоящее время (4 года 10 месяцев)

##### Обязанности:

Management of development process: SCRUM methodology, Agile philosophy, MVP, ongoing projects. Leading teams up to 10 members, outsource, outstaff, environmental building ...

#### PROJECT MANAGER IN CUSTOMER SUPPORT SERVICE (COMPLAINT DEPARTMENT)

KHARKIV OUTSOURCING HUB (CUSTOMER SUPPORT SERVICE), Харьков

09.2018 – 09.2021 (3 года )

##### Обязанности:

Management of customer support process: Leading team up to 7 members, supervising agents, problem solving, hiring/firing members of the team, office leading...

#### PROJECT MANAGER

"Accent" Ltd. (Education), Львов

08.2017 – 08.2018 (1 год )

##### Обязанности:

Management of the organization: Implementation and coordination, monitoring and post monitoring of projects; planning of the project activity; analysis, systematization and generalization of statistical information obtained in the framework of project work; organizing international Education for Ukrainian students; HR. Teaching of English, support of educational process. Development of the English language teaching methods for different age groups.

#### EXECUTIVE DIRECTOR

NGO IT ACADEMY FOR ORPHANS AND UNDERPRIVILEGED YOUTH "HEBRON" ( IT, Education), Львов

12.2016 – 07.2017 (7 месяцев)

##### Обязанности:

Management of the organization: development of materials and forms of accounting of documentation; controlling the maintenance of current documentation; preparation of regular reports and upon request; planning of the project activity, collection and analysis of the information; development of policy and procedures for monitoring, evaluation of the organization's activities; analysis of the quality of services provided by the project staff.

#### TEAM LEADER – LIVELIHOODS

NGO GOAL (NGO), Северодонецьк

11.2015 – 12.2016 (1 год )

#### **Обязанности:**

Organizing and conducting training and presentation. Consultation of potential grantees. Support in composing business projects, selection and coordination of grantees. Monitoring of buffer zone (market and business activity), the post monitoring. Interpreting (oral and written). Implement staff performance management systems for staff under my management as per GOAL HR policy.

#### **Образование**

**KHARKIV UNIVERSITY OF CIVIL DEFENSE OF UKRAINE (Харьков)**

Специальность: Psychology

полное высшее, 10.2019 – 02.2022 (2 года 4 месяца)

**KHARKIV NATIONAL PEDAGOGICAL UNIVERSITY, THE INSTITUTE OF POSTGRADUATE EDUCATION (Харьков)**

Специальность: english philology

полное высшее, 09.2013 – 05.2016 (2 года 7 месяцев)

**UKRAINIAN STATE ACADEMY OF RAILWAY TRANSPORT, THE INSTITUTE OF RETRAINING AND ADVANCED TRAINING (Харьков)**

Специальность: есопому

полное высшее, 10.2009 – 10.2011 (2 года )

**KHARKIV NATIONAL PEDAGOGICAL UNIVERSITY (Харьков)**

Специальность: history

полное высшее, 09.2004 – 06.2009 (4 года 9 месяцев)

#### **Знание языков**

Английский - Продвинутый (свободно), Польский - Средний