

PRODUCT MANAGER

🔄 13 мая 2024 📍 Город: [Запорожье](#)

Возраст: 33 года

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

Категории: IT, WEB специалисты, Наука, образование, переводы, Реклама, маркетинг, PR

Описание

IAMPМ, Product Manager

вер 2022 г. – сеп 2023 г.

- attracted more than 20 speakers, and 30 mentors and regularly trained speakers in public speaking;
- improved product line of 5 courses via customer development (70+ customer interviews);
- worked closely with the marketing, sales and support team to increase performance within each team;
- create a product promotion plan (together with the marketing and sales team), track results and adjust actions;
- analyze the market, find out the needs and goals of the audience;
- work through objections, create real differences from competitors and a cool educational experience;
- development of customer acquisition initiatives - video lectures, product demos, simulator, marathons.

IAMPМ, Senior Service Manager

лип 2022 г. – лис 2022 г.

- improving customer service experience, creating engaged customers and facilitating organic growth;
- generate and validate hypotheses for course improvements for clients;
- set up support and customer relations;
- taking ownership of customers issues and following problems through to resolution;
- work with open events: preparation, holding, analysis, improvement;
- improving customer service procedures, policies and standards for your organization or department;
- recruit, mentor and develop junior customer service managers;
- coordinate the work of course curators in assigned domains.

IAMPМ, Study Manager

вер 2021 г. – лип 2022 г.

- Customer Service
- Data Centers
- Management
- Digital Marketing
- Sales
- Information Technology