

- OLENA ZABOLOTNA -

IT PROJECT MANAGER

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IT Project Manager with 2+ years of experience managing digital and translation projects.

Technical Skills: Agile | Kanban | Scrum | Jira | Trello | Figma

PROFESSIONAL EXPERIENCE

TRANSLIT, Ireland • Project Manager

06/2023 – Present

- Various Interpreting / Translation project coordination activities
- Client communication and customer service (handling emails, calls and chat)
- Issuing estimates, creating and sending proposals
- Project planning, budgeting, gross profit calculation
- Sourcing, coordination and allocating internal and external resources (translators and interpreters) to client projects matching their skills with client requirements
- Ensuring timely and satisfactory delivery of projects with excellent quality of work retaining highest customer satisfaction
- Keeping accurate CRM records and regularly reporting to the management (weekly, monthly, quarterly and yearly as required)
- Working with QA tools to track quality and customer satisfaction

AMEDIA (Ukrosoft Group), Ukraine • Project Manager

08/2021 – 06/2022

- Liaised with end users and Technical Lead to create clear, functional web pages/forms within confines of government templates.
- Collated data from the development team and produced a report based on their accessibility analysis, which was disseminated to colleagues and to the client.
- Collaborated with three developers and Technical Lead to ensure web forms/pages were fully integrated into wider operating systems.
- Provided direction to the development team about the viability of using particular web elements e.g. buttons.
- Demonstrated effective prioritization of work by making judgements and key decisions about project timescales.
- Partnered with the Ministry of Social Policy and the state department of Digital Transformation to introduce online services for displaced people, resulting in a successful roll-out to thousands of citizens.
- Regularly collaborated with fellow project managers from Digital Transformation to discuss new projects and share progress and results.
- Provided vital support to the team by part-deputizing for Quality Assurance lead for the full duration of my post.
- Delivered and led weekly Zoom meetings with stakeholders to discuss new developments, ideas and opportunities, and to ensure legality of intended actions.
- Used Jira and Google Tables to plan, delegate and track targets, tasks and outputs for a team of three developers and Technical Lead.

WOUFF, Ukraine • Assistant of Project Manager

04/2021 - 07/2021

- Delivered on approximately fifty simultaneous projects, regularly closing tasks within extremely short time frames e.g. one week.
- Collaborated on an ongoing basis with around ninety colleagues.
- Used Jira to plan, delegate and track targets, tasks and outputs for a few big (ten-fifteen developers and leads in every) teams at one time.
- Collaborated on open projects with PMO, CEO, CTO.

HR Network, Ukraine • IT Recruiter

06/2019 - 03/2020

- Achieved closing of three vacancies in six months, which regularly meets customer requests.
- Found and interviewed potential candidates, reviewed more than thirty resumes per month.
- Built a database of candidates, more than one hundred developers and strong relationships with candidates for further work on new vacancies.
- Organized and supervised the interview of candidates with the client company.
- Used Microsoft Excel to create reports on the hiring process for management.

Fozzy Group, Ukraine • HR Manager > Senior HR Manager

03/2011 - 10/2017

- Used ERP System for documentation management. Personnel record keeping - staffing, personnel orders, accounting of working hours, keeping employment records.
- Led Human Resources Department with twelve HR managers. Audit and personnel accounting.
- Collaborated with the Accounting Department on work about personnel accounting.
- Worked as a HR Manager before promotion achieving [overall impacts]
- Used SAP ERP System for personnel record keeping - staffing, personnel orders, accounting of working hours, keeping employment records. Staff training, adaptation, participation in the development of motivation.
- Successful recruitment of workers for a large number of vacancies in a short period of time, more than a hundred vacancies per month when opening new stores.

EDUCATION & QUALIFICATIONS

PM Hard Skills: Planning, Honours Degree • IAMPMP, Ukraine

2023

QA Engineer • Web Academy, Ukraine

2023

IT Project Management • Web Academy, Ukraine

2021

UI/UX Design • Skillup, Ukraine

2020

Master of Science Economic Cybernetics (highest score)• Engineering Institute of Zaporizhzhya, Ukraine

2005 - 2010

ADDITIONAL INFORMATION

Languages: Ukrainian, Russian, English