



Yelyzaveta Malichenko

Project manager

📍 London, UK

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Languages

German (Work Proficiency)

English (Fluent)

Spanish (Basic)

Russian (Fluent)

Ukrainian (Native)

About

I work as a lead project manager in an IT company now, we create websites for clients from all over Europe. I don't just manage some projects, but also supervise the work of the other project managers, as well as different developers and designers. I delegate tasks to them, create a task list, plan and priorities, solve different problems and issues that can arise during our work, test and check the result, make quality assurance. Often, I also hold meetings with the team to identify their needs or deliver some important information, and even train new employees. We work both with large marketing agencies and with individual clients. I communicate with them, find out their needs, requests and wishes, create a task list based on that, pass it on to the team, and at the end present the work done to the clients. I also hold meetings and presentations, write reports, support and solve customer problems.

Furthermore, I have experience working as a Customer Support Representative, Sales Manager and IT Product Manager, so I'm good at building relationships with clients. I always try to provide high-quality service and support to clients, as a result we can build and release high-impact products and ensure consistent revenue growth.

I'm looking for a new job in London, where I can apply my skills and knowledge in IT, product development, UI/UX design, marketing and SEO.

BRANDS WORKED WITH

- Benefit Rose Oü
- Energio Ingeniring Llc
- Radugar Llc
- Raise.Band Llc
- Smart Beehive Llc

Experience

● IT Project Manager

Benefit Rose Oü | Sep 2019 - Now

Managing projects (often 10-15 at once) dedicated to the creation and relaunch of websites for big marketing agencies as well as for individual clients, so that they are delivered on budget, on time and at a high level of quality and profitability;

Holding meetings and presentations; writing reports, communication with clients via Slack, Monday board, e-mail, and other messengers, identifying customer needs in order to achieve project outcomes and fulfil all the client's wishes;

Support and solution of customer problems throughout the entire period of our cooperation, identifying customer needs, providing technical advice and explanation, quickly building relationships with new clients, developing them into satisfied and loyal ones;

Workflow planning, effective management of all risks, assumptions, issues and dependencies enabling to drive up company's revenues;

Working closely with the Hiring Manager to improve the process of searching for new project managers and other team members, training new employees;

Train, advise and coach other project managers, communicate job expectations and provide feedback to ensure they're equipped with the knowledge and skills to do their job well;

Delivering elements of systems design, including data migration rules, business rules, wireframes, or other detailed deliverables to ensure that the client has a clear understanding of what the completed website will look like as a final result.

● Customer Support Representative

Raise.Band Llc | Sep 2018 - May 2019

Live chat, email and phone support; consulting clients about service, features, payment options, etc.; troubleshooting various operational issues; warm calls; following of the communication procedures, guidelines and policies, providing high quality technical help to clients ensuring accurate information and satisfactory customer query/complaints resolutions.

- **Sales Manager**

Radugar Llc | Apr 2018 - Aug 2018

Communication with the existing client base, support and consultation, evaluation the needs of clients, resolving customer issues, cold and warm calls, working closely with a data base of clients to achieve monthly, quarterly and annual personal and team sales to ensure consistent revenue growth and drive business in new and existing markets.

- **Administrative Assistant**

Energo Ingeniring Llc | Sep 2017 - Mar 2018

File maintenance, data entry, processing of documents, account management, participation in business meetings, work with correspondence, reception of phone calls, mail processing, reporting, execution of personal tasks to ensure consistent high quality administration processes that enable the business to provide efficient Administration service.

- **Product Manager**

Smart Beehive Llc | Jan 2017 - Aug 2017

Market research, public relations, investor search, development of a financial plan and marketing strategy, analysis of the market and competitors, continuously identifying the opportunities to make the biggest impact and work cross-functionally to build and release high-impact product.