

Irina XXX

Seattle, Wa 98115 | Fully Work Authorized (No Visa Sponsorship Required)

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Professional Summary

Program manager with 10+ years of experience in design, data analytics, and people management.

Key skills:

- Project/program management: Agile, Scrum, Risk management, Stakeholder management, Project Planning (Asana, MS-Project, Jira)
- Data analysis: Competitor Analysis, Data analysis(Excel, SQL, Python)
- Data visualization: Excel, PowerPoint, Tableau, Power BI

Experience

Business Project Manager, Microsoft. Seattle, Wa

August 2022 -July 2023

Unified Support Team

- Owned and Led 4 meetings series for high-level stakeholders (including levels 8 and 9)
- Organized 3 learning sessions for 150 internal and external stakeholders and vendors
- Interacted with the commercial and federal parts of the client's business
- Analyzed technology, resource needs, and market demand to present to customers
- Reviewed and recommended or approved contracts and cost estimates
- Demonstrated expertise in owning program strategy from end to end, ensuring successful execution and achievement of organizational goals

Program Manager, Amazon. Seattle, Wa

Oct 2021 – August 2022

WorkForce Staffing Team

- Used data to generate insights and provide recommendations to improve efficiency and customer experience across the global teams. Created and updated quality tools and analyzed all daily generic onboarding contacts (GOC) (more than 1M communications daily)
- Streamlined a combination of tools (Asana, MS Office, SQL) and Agile methodology to propose and create new projects
- Incorporated project management skills to manage multiple projects and to prioritize effectively to create new communication and quality control tools
- Applied analytical, problem-solving, and organizational skills to achieve consensus from diverse perspectives to initiate and run two new initiatives - Competitive Analysis in high-volume hiring (HVH) and HVH Personas
- Onboarded and Coached teams and individual POCs to ensure a high level of performance without direct authority (3 teams and 6 newly hired managers)

Project Management Consultant, Dwellworks. Seattle, Wa

October 2016 - October 2021

- Recognized as the top consultant in Seattle: Net Promoter Score (NPS) of 10 (vs. seven company average)
- Was responsible for setting up processes for whole cycle relocation and customer support for more than 500 Families
- Managed full-service relocation programs for domestic and international clients
- Customized offerings and acquisition based on clients' needs
- Recruited, onboarded, and trained 6 new consultants across four US locations

Marketing Manager My Seattle Realty. Seattle, Wa

May 2016 - December 2016

- Developed and implemented a new marketing strategy, significantly increasing the company's visibility in Seattle area markets
- Planned and led marketing events with more than 100 attendees and 5 newly signed contracts with a budget of more than 2M

- Collected insights and learnings, hired, trained, and managed a cross-functional team of 6 marketing vendors from a pool of 20+ vendor candidates (visual design, content strategy, research, analytics, and optimization (Agile methodology)
- Created a new company style, including a new logo, website (<https://www.myseattlerealty.com/>), and all marketing materials

Program Manager WorkForce Technologies, Inc. West New York, NJ

October 2010 - November 2013

- Conducted customer interviews to gather the requirements. Defined user stories and developed a roadmap to deliver website projects on time and within budget
- Planned, designed, and led communication between the clients and the engineering team for design projects

Senior Product Manager Art. Lebedev Studio. Moscow, Russia

August 2008 - January 2010

- Grew the Visual Design department into one of the company's core businesses, with annual revenue of 12 M rubles
- Organized and staffed full-service client support for the visual design department (Used Agile development and Agile methodology and tools)
- Hired, trained, and managed a team of managers and individual designers (6 managers and 400 designers and artists)
- Led strategic and day-to-day management aspects, including resource planning, client conflict resolution, finance, and collaboration with other departments

Project Manager Art. Lebedev Studio. Moscow, Russia

May 2007 - August 2008

- Took advantage end-to-end selling and project delivery to enterprise customers, such as Yandex, Microsoft, and Forbes
- Prepared pitching material and talking points for presentations and contract preparation (in collaboration with Legal)
- Performed management for customers' accounts and generated additional sales for a Visual design company

Program Manager, Internet Marketing, Maria Furniture Factory

November 2005 - May 2007

- Scaled foot traffic to the company's 50+ stores by a combined ~10% annually
- Managed of an engineering team to design and develop the company's main website, including testing and troubleshooting issues
- Led the Search Engine Optimization (SEO) work to ensure the website was on the first page of search results in local markets
- Worked with a network of 50+ company distributors across Russia to create local store websites.
- Prepared pitching material and talking points
- Spoke at the company's 2006 annual dealer conference on the benefits, tips, and tricks of local internet advertising

Education

- Master's degree, Mathematics, and Computer Science, Saratov State University 2001 – 2006
- Bachelor's degree, BA and Management, Saratov State University named after N.G. Chernyshevsky 2002 – 2007

Portfolio

<https://www.artlebedev.com/irina>

Licenses & Certifications

- University of Washington Certificate in Project Management (2020 - 2022)
- Google Project Management certificate, Google (Oct 2021)
- Google Data Analytics certificate, Google (Jan 2022)
- Intermediate SQL Certificate, Data Camp (June 2022)
- Social Media Marketing Certificate, Meta (Nov 2021)

