

Iryna Khrustovska

Project Manager



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📍 Poland (current location)



Career objective

Project manager with extensive account management and sales background. Have good people management skills, that help me to work effectively with the team and customers of different levels.

Looking for a position where I can motivate a team to exceed customers' expectations while the project delivery.

Professional Skills

project management

sales b2b, b2c

problem-solving

people management

performance review

public speaking

account coordination

negotiations

leadership

Management tools

Tools

Confluence, Jira, Asana, Redmine, Trello, Tmetric, Timedoctor

Work experience

IT, Ecommerce

Project Manager

07/2020 - present

- accountable for the entire project lifecycle: develop scopes of work and associated project plans and own the day-to-day operations to ensure that projects remain on track and within budget
- build and maintain the team structure according to the project goals
- maintain the customers' expectations, budgeting, scheduling the scope of work
- work closely with the team, to ensure they have all the needed resources to meet the deadlines, escalated roadblocks to management when necessary
- facilitate project-related communication with stakeholders and the development team
- ongoing evaluation of project activity and reporting on project progress
- meet work standards by following production, productivity, quality, and customer-service standards; resolving operational problems; identifying work process improvements
- managing conflict situation
- one2one meetings

Work experience

**Vodafone,
(telecommunication)**

KAM

07/2011 - 06/2020

- company's products sales - B2B
- products' delivery to the KEY accounts
- work with tenders, prepare documentation, reports
- preparing customers' development plan
- negotiations, work on customers' retention
- participation in the Internal Trainers Program as a business trainer, (leading training "Changes Management", "Innovations")
- people mentoring
- perform duties of the Key Accounts Team Lead of the Central region (5 regions, 15+ people)
Achievements:
- certification as Inner Business trainer, company Mentor Certification
- increase of customer turnover for 25%
- customer churn decreased to 2%

Work experience

Lifecell (telecommunication)

Hed of the Customer Service
center

06/2006 - 07/2011

- work with the Supervisory authority
- Customer Service Center general Management
- work with Customer Complaints
- people recruiting, adaptation, motivation, performance review, onboarding, teaching (internal staff and dealers representative)
- training programs development, conducting sales and products training, Customer service training
- participation in Customer Service Standards development projects
- people attestation
Achievements:
- increase of customer service level from 86 to 95% (main channel), 65 to 86% (dealers channel)
- member of the project team that worked on creating an inner resource for the company staff
- year winner in the category "Idea for life"

Education

University

2000 - 2005

Cherkasy State Technological University, Applied linguistics (English, French)

Certificates

2022

HR Generalist (Geekhub), Technical skills for PM (E5), Adult Education Techniques (Training Force), Public speaking (Golden Staff), Mentoring (Golden Staff), Educational techniques for adults (Golden Staff), Powerful conversation (Golden Staff), Personal influence (Vyscha Liha), Management and leadership (Chetvertoe izmerenie), Emotional competence for manager (Training Force), Effective personal Service (Training Force), Performance review, One to One basic knowledge (Training force)

Additional

Additional projects

- Business training conducting (sales, customer service standards, people management, changes management)
- People recruiting, leading the training center.
- Sales book development for a chain of the telecommunication stores
- Sales standards development for the Customer service team
- Assessment center leading in a manufacturing company for salesmen