

Svitlana Myrna

Technical Program Manager

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SUMMARY:

Program Manager with 7 years of experience in leading multiple operational and development projects. Expert in the implementation of engineering solutions for e-commerce web design and development, optimizing the complete software development lifecycle (mobile applications), launch and executing purchasing campaigns under a credit line from EBRD and World Bank.

Interested in program management responsibilities at a company where developer engagement, technical acuity, and efficiency matter.

TECHNICAL SKILLS:

Technologies: SCRUM/Agile, Waterfall, Six Sigma methodologies, SCRUM, MS SQL, SDLC, security and compliance processes, HTML.

Tools: Jira, Confluence, Asana, MS Azure DevOps, Microsoft office suite, MIRO, FIGMA, SmartDraw, Lucid Chart, AWS, Google.

EXPERIENCE:

Program Manager **TemplarSoft, IT e-commerce, mobile applications** **2021- 2022**

- Increased number of new retailers in the marketplace by 15% in creating and integrating features as a product manager in e-commerce project (warehouse management).
- Gained a new customer category (age +65) in an e-medical mobile application by directing a project for the registration flow update.
- Reached extra 20% return customers and led to 27% profit in 3 months to the e-commerce project by establishing CRM system.
- Launched 2 e-medical mobile applications within 1 year through tight collaboration with team.

Project Manager **Naftogaz of Ukraine, Energy Resources** **2015 - 2021**

- Gained growth of energy commodity client sector from 3 to 40 local and international clients in 4 years by leading compliance and onboard projects.
- Led efficiency in inventory management structure and reduced costs by 14% saving \$168K per year in logistics (booking capacities) by designing and refactoring on-premise ERP system.
- Reached online trading activity (purchase and sale) instead of physical client's search by reorganizing planning method and started to use trade platform.
- Implemented international standard practice in the Ukrainian energy market by composing a full cycle of agreement management.

Business Analyst **EastOne LLC, Financial Investment** **2014 - 2015**

- Developed HR processes by designing, testing, and deployment successfully corporate online portal.
- Decreased costs by 15% while supporting the same number of clients by implementing cut-off strategy execution.

Project Manager **ERTE Trading SA, Trading** **2012 – 2013**

- Launched and landed start-up commodity trading project by setting up business plan.
- Established functioning subsidiary on the European market by completing registration procedures with state bodies.

EDUCATION:

- Post Graduate Diploma in Administration, Business Administration, and Management, General Glion Institute of Higher Education
Geneva, Switzerland
- Master of Finance Management in Business Industry, Business Administration and Management, General State Economic University of Ukraine,
Kyiv, Ukraine
- Master of Engineering MEng, Nuclear/Nuclear Power National Technical University of
Technology, Technician Ukraine, Kyiv, Ukraine

CERTIFICATION:

- Google Project Management - Coursera
- Business Analysis - LABA
- EFET legal Masterclass on Master Trading Agreements - Correggio Consulting
- Maintaining the functioning of the integrated management system - TMS sp2019/04-7977

VOLUNTEERING:

April 22-October 22.

Volunteered as a project manager and a low code engineer across several start-up and non-profit organizations:

- Designed and implemented a refugee assistance website that provided critical information to more than 2000 Ukrainian refugees in WA state.
- Developed a vaccination promotion website that received a 10K grant from the WA State Department of Health
- Initiated and planned a project that led to an agreement concluded for a project of +\$100k budget.
- Designed and successfully deployed a childcare website that gained +4 new attendees within 2 months.