**Svitlana Myrna**

**Technical Program Manager**

Email: [sv.myrna@gmail.com](mailto:sv.myrna@gmail.com) Phone: 425.439.9734

LinkedIn: linkedin.com/in/svitlana-myrna-94024185

Address: Mountlake Terrace, 98043

**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, 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 Technology, Technician | National Technical University of 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.