



PRODUCT MANAGER

YURA DZHISHKARIANI

GET IN CONTACT

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SKILLS

- HTML, CSS, Saas, JavaScript, Swift, SwiftUI, SQL, API (REST)
 - Written and verbal communication skills
 - Product development
 - Organization skills
 - Time management skills
 - Teamwork skills
 - Multitasking skills
 - Data analytics
 - Saas solutions
 - Salesforce
 - Strong critical thinking ability
 - Leveraging prospecting skills and relationships to build partnerships with potential clients
 - Jira, Confluence
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OTHER SKILLS

- The ability to analyze complex technical information
 - Can analyze, design and implement cloud structures
 - SEM and SEO Marketing
 - Agile, SCRUM
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EDUCATION HISTORY

Moscow State Institute Of International Relations
Bachelor's Degree,
International Jurisprudence
Sep 2009 – Jul 2013

WORK EXPERIENCE

Customer Success Manager

Phonexa | 01/2021 – 06/2021

Glendale, CA

- Managed 27 enterprise customers covering 4 separate SAAS products through implementation, expansion, and renewal. Managed and Processed \$2.6MM SaaS subscription book of business.
- Collaborate with clients to recommend new business opportunities (website options, API integrations, white labeling, etc) and strategies to increase the volume of business.
- Working with data and generating key insights and hypotheses of how to create value for customers and internal stakeholders
- Working closely with Product Managers and Software Developers leading to improvement of customer satisfaction rate and platform usage by 30%.
- Led over 17 projects implementing SaaS and client-server implementation projects at 2 remote locations (USA and UK).
- Led creation and training for overseas 24/7 customer support team of 9 people.
- Created and updated Knowledge Base articles to improve customers' adoption.
- Analyzed data and logs in Phonexa platform to perform root cause analysis.

Co-Founder

Naks | 01/2019 – 01/2021

Los Angeles, CA

- Defined product features, roadmap, and a financial plan. Negotiated and managed vendor relationships, managing an engineering team to successfully launch products.
- Collaborated and improved customer checkout process which led to a 15% increase in conversion rate and 25% engagement rate.
- Increased sales by 30% by implementing a new sales strategy and original email marketing campaign.
- Increased sales by 15% by determining needs, delivering solutions, and overcoming objections through skills in identifying customer pain points.
- increased retention rate by 40% by Investigating and solving customers' problems regarding products, prices, and availability to maintain long-lasting relationships.

Account Manager

Don-Stroy Invest | Jun 2015 – Nov 2018

- Overhauled client onboarding processes which improved client engagement by 55%.
- Built deep relationships with SaaS clients to understand their specific needs and brought in \$1M in upsells to satisfy those needs.
- Successfully managed to convert \$1M worth of business from competitors who were introduced to me through existing client referrals.