

## QUALIFICATIONS

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Reliable Project and Portfolio Professional with a demonstrated history of working globally on cross-country projects. Structured, detail-oriented and dedicated with a wealth of business and application knowledge from experience gained on various projects in digital products and eCommerce, with a vast operational background in business-related processes.

Languages: English and French - professional fluency.

## PROFESSIONAL EXPERIENCE

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Digital Products, AVON

***Programme Portfolio Manager -Customer and Representative Experience, Digital platforms and eCommerce***, August 2020 – present

- Ensured Strategic Digital Portfolio Objectives are consolidated with an always changing digital landscape for our Customers and Representatives.
- Managed Digital Platforms Portfolio for Avon International markets, including 6 major programmes in both customer and representative facing applications and platforms.
- Oversaw the New Demand process by evaluating benefits of requested initiatives by markets or global stakeholders to ensure sales were maximized and markets are able to reach their targets.
- Worked closely with Customer and Representative Experience heads in ensuring key strategic priorities are taken into account and correspond to market focused strategy.
- United all product teams into one approach for strategic alignment and communication regarding roadmaps, plans and deliverables throughout the year with average of 175 releases.
- Managing Jira backlogs - including working with business stakeholders to establish how to prioritize them meeting the business needs.
- Prioritized and aligned projects to business goals in conjunction with budget, timing and capacity.

Commercial Transformation, Channel Strategy and Operations, AVON

***Service Model Evolution PMO, Process and Project Manager***, March 2017 – August 2020

- Lead top market stakeholders in completing digital transformation programme within the overall customer experience journey.
- Establish organization-wide performance tracking report of the conversion to digitalization of operational processes such as order placing, digital payment, appointment, returns etc.
- Conduct a Tableau based KPIs to track and review status for top markets
- Run top level monthly Project Management meetings, advising department heads on data collection key takeaways.

Global IT Strategy, AVON

**Business Project Manager EMEA**, June 2016 – March 2017

- Facilitate initiation tasks in over 35 EMEA markets and conduct implementation process and tasks in the project finalization for EMEA and IMED, (Italy, Portugal Spain, and Greece) markets by delivering daily meetings and on-site workshops.
- Coordinate testing, go-live and post implementation tasks execution across multiple teams.
- Organize, coordinate, and track team activities in line with set milestones ensuring timely and quality completion of project deliverables
- Facilitate change management, focusing on communications and training strategy, delivering trainings and instructions to end users.

EMEA, IT Strategy, AVON

**Test & Implementation Lead**, December 2014- June 2016

- Execute User Acceptance Testing for Order management system implementation on location for multiple EMEA Markets (UK, Poland, Turkey, Hungary, Portugal, Italy, and others)
- Develop test strategy, plan resources, enable reporting and control process, based on the organizational structure of the project team, identifying roles and responsibilities in every market.
- Monitor the test execution process for the markets to set baselines for smooth and flawless project implementation.
- Produce user guides and conduct recorded training sessions to testers and software end-users to ensure in-depth knowledge and understanding of the platforms.
- Facilitate handover and learning sessions in coordination with IT team experts and training teams to develop end-user and/or client capacity in project documentation, knowledge management, communications, and business development.

## EDUCATION

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**Faculty of Political Science, European University**, Skopje, Macedonia **Bachelor's degree in Political Science**, 2011.

**University of Essex**, Colchester, United Kingdom

## PERSONAL HOBBIES AND INTERESTS

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Charging batteries in nature. Enjoying swimming and running. Regularly practice spinning and hiking. Cooking, exploring different cuisines, particularly Greek and French.