

ANASTASIA BIGUN

Implementation Consultant

SUMMARY

Implementation Project Manager with 2+ years of experience leading onboarding and solution design for B2B SaaS clients. Adept at configuring systems, facilitating cross-functional collaboration, and translating business needs into scalable, user-friendly workflows. Experienced in customer training, technical consultations, and stakeholder engagement. Known for blending product expertise with a consultative approach to drive adoption and client success.

EXPERIENCE

Onboarding Project Manager, Weave, Lehi, UT

02/2023 – Present

- Led technical onboarding for SMB and mid-market customers, designing and executing implementation plans aligned with business goals.
- Conducted discovery sessions to define success metrics, map workflows, and configure platform features including integrations and automations.
- Managed multiple onboarding projects simultaneously, maintaining delivery timelines and ensuring stakeholder alignment.
- Delivered product training and workflow consultations to non-technical users, driving adoption and long-term platform engagement.
- Coordinated with Product, Engineering, and Support teams to resolve issues and advocate for customer needs throughout implementation.
- Led a cross-functional team of seven in a company-wide AI Challenge, designing a prototype and drafting a proposal for an AI-powered solution to enhance workflows in the Weave 2.0 Portal.

Website Manager, Freelance, Salt Lake City, UT

11/2019 – 05/2022

- Conducted UX/UI audits to identify pain points and implemented targeted optimizations to improve usability, accessibility, and conversion.
- Collaborated directly with business owners to understand needs, advise on best practices, and build customized site features that enhanced user experience.
- Maintained up-to-date legal and compliance language across site content and checkout flows to support trust and operational integrity.

Youth Coding Camp Instructor, Simply Coding, Orem, UT

06/2018 – 07/2019

- Led coding instruction for 300+ students, designing and delivering training plans focused on HTML, CSS, and JavaScript fundamentals.
- Developed onboarding materials and hands-on exercises to create an engaging, beginner-friendly learning experience.
- Collaborated with Utah Valley University staff to test and troubleshoot hardware and software setups prior to each session.

EDUCATION

B.S. in Web Design and Development

Brigham Young University - Idaho, 2019

CONTACT

(512) 587 - 2506

[EMAIL](#)

[LINKEDIN](#)

TOOLS

G SUITE
SLACK
SALESFORCE
ZENDESK
JIRA
GURU
SEISMIC
PENDO
JAVASCRIPT
MYSQL
TAILWIND

SKILLS

PROJECT MANAGEMENT
PARTNER RELATIONSHIP
MANAGEMENT
IMPLEMENTATION & TRAINING
CROSS-FUNCTIONAL
COLLABORATION
LEADERSHIP
PROCESS AUTOMATION
PROCESS OPTIMIZATION
FULL STACK ENGINEERING
USER INTERFACE DESIGN
USER EXPERIENCE DESIGN

ORGANIZATIONS

Women Who Code

PUBLIC SERVICE

Women @ Weave ERG
01/2024 - Present
Internal Communications
Coordinator

Silicon Slopes
2022 - 2023, Volunteer

Utah Food Bank
2022, Volunteer