

EMMA LITVIN

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emmalitvin90@gmail.com

Gothenburg

SUMMARY

Accomplished professional with over 7 years of experience in international environments, specializing in project management and customer relations. Proven track record in problem-solving, achieving high-impact results, and leading cross-functional teams. Adept at managing complex operational challenges, optimizing processes, and driving customer success. Currently advancing knowledge in software engineering to deliver innovative solutions.

PERSONAL SKILLS

Stakeholder management

Project management

Requirements analysis

Data management

Financial planning

Negotiation skills

Effective & efficient communication

TECHNICAL SKILLS

Microsoft 365 Slack Discord

Git Figma Miro Trello

SQL MongoDB ADACO

Kinaxis RapidResponse Java

JavaScript C C++ Python

Vue.js Node.js ReactJS Django

HTML CSS Bootstrap

LANGUAGES

English Proficient ●●●●●

Russian Native ●●●●●

Swedish Beginner ●●●●●

FIND ME ONLINE



LinkedIn

linkedin.com/emma-litvin-62320025b



Portfolio

https://litvem.github.io/

EXPERIENCE

Demand Manager Assistant

Volvo Penta

06/2023 - present Gothenburg

- Assisting in statistical forecasting and analysis to predict demand for products and services
- Liaising with sales, marketing, and production teams to gather inputs for demand forecasts
- Preparing and presenting demand reports, highlighting key metrics and insights
- Maintaining accurate records of demand forecasts, adjustments, and outcomes
- Investigating discrepancies between forecasted and actual demand to implement corrective actions promptly

Sales and Account Support Specialist

HPS Play Trading LLC

01/2020 - 08/2020 Dubai

- Building and maintaining strong relationships with clients to understand their needs and ensure satisfaction
- Assisting the sales team with administrative tasks (incl. preparing proposals, quotations, and contracts)
- Managing accounts by overseeing client communications, handling inquiries, and resolving issues promptly
- Analyzing sales data and market trends to identify opportunities for growth and improvement
- Coordinating meetings, appointments, and travel arrangements for sales executives and key account managers
- Maintaining accurate records of sales activities, contracts, and customer interactions

Coordinator

Jumeirah Hotels and Resorts

01/2020 - 08/2020 Dubai

- Providing administrative assistance to department heads and managers (incl. scheduling, correspondence, and record-keeping)
- Coordinating with the supply chain department, external vendors, and suppliers for services and deliveries, ensuring quality and timely fulfillment
- Assisting with budget tracking, expense reporting, and financial transactions as directed by management (incl. CAPEX, contract, and tender documents, monthly accruals, departmental cross charges)
- Facilitating communication and collaboration among various departments to ensure smooth operations and guest satisfaction
- Handling guest feedback and complaints, providing resolutions promptly and professionally
- Organizing events among departments, ordering and organizing timely delivery of supplies, supervising setup and payment
- Assisting in the training and development of staff to uphold service excellence and operational efficiency
- Facilitating the conduction of interviews for new hiring, evaluating current employees, and assisting them with individual development plans
- Ensuring adherence to the company's standards and policies across all operational aspects

EDUCATION

Bachelors in Software Engineering and Management

University of Gothenburg

09/2021 - 06/2024 Gothenburg

- Knowledge and skills in programming, databases, complex software development, and system design
- Proficiency in project management, team collaboration, and aligning software solutions with business objectives using digital tools
- Expertise in time and cost estimation for large development projects

Masters in Economics, Management, and Pedagogics

Chelyabinsk State Agroengineering Academy

09/2007 - 06/2012 Chelyabinsk

- Understanding of economic theory, financial analysis, and market research
- Skills in leadership, strategic planning, operations management, and human resources
- Knowledge of educational theory, presentation skills, and training
- Strong analytical thinking, interpersonal skills, and adaptability for diverse roles in business, economics, and education