

# EMMA LITVIN

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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 Management Assistant

Volvo Penta

06/2023 - 08/2023 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