



Alina Antonova

**PROJECT MANAGER / CUSTOMER SERVICE
MANAGER**

Industry: Administration
Education: University
Citizenship: Czech Republic

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Residence: **Žižkov, Praha**

Work experience

02/2017 - till now

Project manager / Customer service manager

Administration

FTMW graphic design studio

Marketing analysis, identifying the target market. Reviewing designs and project proposals, selecting creative material for the development of a new product (screen-printing). Creating the business plan, define the scope of the project, assigning the resources necessary. Calculation of the anticipated time and financial requirements; map out the steps required for execution (using project schedule spreadsheets) and creating a schedule for completion, informing the team on the schedule (Excel / PowerPoint Project Planner). Acquire and store the necessary documentation.

Assisting on the creative production process: meeting with clients to understand their needs and communicate it to the design and production team. Supervising the workflow, assessing for the processes improvements. Performing day-to-day office administration, including documenting shipped products, maintaining customer files and processing shipping and legal paperwork.

Planning and managing logistics, warehouse, and inventory control (Zoho Inventory, KanbanBOX Inventory Software).

Evaluate budgets and expenditures. Ensuring inbound and outgoing deliveries, selecting carriers and negotiate contracts and rates for the shipping, process shipments. Coordinate full order cycle complying with laws, guidelines,

and legal requirements. Liaise and negotiate with suppliers, manufacturers, and retailers, negotiate shipping and supplier costs. Prioritizing tasks to meet expected shipping dates.

Controlling of quality, quantity, stock levels, delivery times, transportation costs and efficiency.

Supervising the supply of materials required to support production.

Customer services: maintenance, liaising with clients.

Assessing the feedback from an in-person meeting or an online satisfaction survey. Resolve any arising problems or complaints.

Gather and process metrics, analyze various forms of data to provide insightful updates, assess performance and implement improvements

06/2005 - 08/2015

Junior researcher in Sustainable Urban and Regional Development

Research and development

IRES RAS Institute for Regional Economy Problems, Saint-Petersburg (Russia)

Survey work, designing questionnaires, databases gathering, preparing materials for scientific reports. Analytic reports based on the gathered information.

The fields of expertise: Sustainable Urban Development, Systems Analysis, Regional Economics, Development programs efficiency assessment and expertise.

03/2004 - 02/2005

Research Engineer

Research and development

IRES RAS Institute for Regional Economy Problems of Russian Academy of Science, Saint-Petersburg (Russia)

Survey work, designing questionnaires, databases gathering, preparing materials for scientific reports.

02/2001 - 11/2003

Customer Service Specialist

Administration

Bartanga art and music centre, Saint-Petersburg (Russia)

Administrative work, customer care.

05/2002 - 05/2003

Project coordinator, NGO

Research and development

NGO for Local Agenda-21 and Sustainable Development (in cooperation with Administration of Lahti under of

Education

2015 - 2018	FHS UK, Environmental Studies (English language program), Charles University Environment Center Ecology and environment protection
2008 - 2013	IRES RAS Institute for Regional Economy Problems (Russian Academy of Sciences) , Saint-Petersburg (Russia) Economics and administration
2004 - 2007	Scientific Research Center for Ecological Safety (SRCES RAS), Saint-Petersburg (Russia) Ecology and environment protection
1999 - 2004	Saint-Petersburg State University, Department of Ecological Safety and Sustainable Development of Regions, Saint-Petersburg (Russia) Ecology and environment protection

Languages

Russian	★★★★★ Proficient / native speaker
English	★★★★★ Advanced
Czech	★★★★★ Intermediate

Other Courses/Seminars

2003

**Sustainable development, Ecological markets
and community development Baltic University
Programme Secretariat.Uppsala Centre for Sustainable
Development, Uppsala CSD (Sweden)**

Knowledge and skills

Driving licence:

B

IT knowledge:

★★★★★ **Professional**

Digital competence MS software (Word, Excel, Power Point)

Mathematical packages (SPSS)

Graphical computer-based programs (Adobe Photoshop etc.)

Other knowledge
and skills:

Experienced in analytical and research work, teaching and coaching experience; Reliability; Communicating effectively in conversation and written correspondence; Good interpersonal skills; Ability to give and receive constructive feedback; Good at networking and meeting new colleagues; Collaboration and cooperation skills - good ability to work in a team; Set to work in multicultural environments; Ability to work independently; High collegiality; Orientation towards good working environment, Desire to learn new things and share the experience.

Experienced in a project management, fund raising, work planning. Years of experience as a responsible project coordinator with the number of organizational tasks. Sense of organization and discipline. Ability to take initiative, good written and oral formulation capability. Ability to work in fast paced environment with tight deadlines without accuracy loss; Meeting deadlines; Establishing priorities and managing own schedule; Working efficiently; Flexibility and multitasking; Ability to produce non-standard decisions. Ability to analyze and evaluate data, to draw reasonable conclusions, to examine possible solutions and recommend proper measures. Readiness to engage in new working directions; Problem solving.

Interests

Running, trail running