



Zdenka
Wiseman

CONTACT

Nationality: Czech

Gender: Female



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ABOUT ME

I am a Professional Scrum Master (PSM) and an Agile enthusiast, who helps others to be effective and make continuous progress. I always maintain a positive attitude and I keep myself and others calm under pressure. I am interested in Kanban, Design Sprint, design thinking, Lean Startup, Lightning Decision Jam and also in agile scale with LeSS and SAFe.

WORK EXPERIENCE

01/08/2018 - 30/04/2020 - Prague, Czechia

Director of Convention Sales & Events

WIC Prague

- Facilitated daily standup meetings to maximize team's productivity and efficiency.
- Removed impediments and protected the team from outside interruptions and distractions.
- Ensured the team was meeting deadlines with the desired outcome.
- Promoted self-organization of the team to handle all incoming leads with required negotiation and contracting.
- Developed active communication and close rapport with convention bureau, event organizers, and other sources of sales information and support.
- Coached the Event Planning strategy, operational responsibilities and compliance perspectives.
- Ensured the team followed transparent internal policies and SOP's related to Convention/Event Planning.
- Implemented trainings for Convention/Event Planning Team members to ensure continuous improvement.

01/04/2015 - 31/07/2018 - Prague, Czechia

Events Planner

WIC Prague

- Advance planning of business and private events.
- Coordinated details, reported on overall event while ensuring exceptional customer service and creating opportunities to upsell.
- Managed the budget and ensured event stayed within guidelines.
- Met with event stakeholders to gain an understanding of the event's purpose and goals.
- Researched resources, made site visits, and led pre-event meetings when necessary to help staff make decisions about event design.
- Proactively handled any arising issues and solved any emerging problems on the event day.

01/06/2009 - 31/03/2015 - Prague, Czechia

Restaurant manager

IHI plc

- Oversaw operations at hotel restaurants, established and guaranteed customer satisfaction, ensured quality and safety compliance.
- Hosted wine-tastings, held F&B sommelier trainings.
- Recruiting, training and supervising staff.
- Coordinating daily restaurant management operations.
- Responding efficiently and accurately to restaurant customer complaints.

01/04/2000 - 31/05/2009 - South Bend, United States

● Head of the Events

The Landing Catering

- Managed and supervised banquet and kitchen staff, coordinated work with Catering Sales Manager.
- Ensured perfect delivery of customer satisfaction and quality standards efficiently and safely.
- Completed function delivery sheets in an accurate and timely fashion.
- Planned and carried out details for banquets; hired and trained banquet staff.
- Coordinated the set-up of each function by verifying desired services and menu in advance with catering and sales.
- Inspected banquet rooms on an ongoing basis and took appropriate steps to ensure facilities meet or exceed company standards at all times.

EDUCATION AND TRAINING

● Professional Scrum Master I

scrum.org

01/05/2020 - 29/09/2020

● JavaScript - The Complete Guide 2020 (Beginner + Advanced)

Udemy

01/05/2020 - 01/06/2020

● HTML5 & CSS3 Fundamentals: Development for Absolute Beginners

Chanel 9 - Bob Tabor

● Vue - The Complete Guide

Udemy

LANGUAGE SKILLS

MOTHER TONGUE(S): Czech

English

Listening
C2

Reading
C2

Spoken
production
C2

Spoken
interaction
C2

Writing
C2

French

Listening
A1

Reading
A1

Spoken
production
A1

Spoken
interaction
A1

Writing
A1

DIGITAL SKILLS

HTML | CSS | JavaScript | VueJS | JIRA | Confluence

COMMUNICATION AND INTERPERSONAL SKILLS

● **Communication skills**

- Excellent problem solving capabilities and negotiation skills
- Ability to build strong professional relationships
- Extremely driven and supportive

OTHER SKILLS

● **Job related skills**

- Ability to help others reach agreement on all tasks, projects and deadlines.
- Facilitate productive and progressive daily meeting to keep focus on the team's goal.
- Effective removal of any impediments that are in a way of work.
- Ability to listen and observe.
- Coaching and motivating to make continuous improvement of the team.
- Always acting with honesty and integrity.