

OLGA FROLOVA

Montreal, QC · olga.frolova.mail@gmail.com · 4385059493 · <https://www.linkedin.com/in/olga-frolova/>

EDUCATION

Boston University

MBA *GPA: 3.7*

Boston, MA

Sept 2022 - Aug 2024

University of British Columbia

Multimedia and Web Development Diploma

Vancouver, BC

Jan 2014 - Aug 2016

Moscow State Linguistic University

Bachelor's Degree in Linguistics Education

Moscow, Russia

Sept 2006 - Jun 2011

WORK EXPERIENCE

BKOM Studios

Project Manager & Producer

Montreal, QC (Remote)

Feb 2021 - Present

- Managed small and large-scale mobile software and web projects, including the development of multiple GenAI-powered prototypes for Hasbro, partnerships with Lego, AMC Network's "The Walking Dead" universe, and Paizo Inc, ensuring timely completion within budget.
- Led and executed a company-wide AI training program, enhancing team capabilities and knowledge in cutting-edge technologies and methodologies.
- Directed teams in navigating complex implementation challenges, offering strategic guidance to ensure optimal solutions, meet deadlines, and fulfill business and customer requirements.
- Oversaw creative and development teams, fostering a positive work environment and encouraging collaboration and communication.

Advisor Websites

Support Team Manager

Vancouver, BC

Mar 2017 - Feb 2021

- Started as Customer Success Coordinator, was promoted to the Team Lead position in Dec 2017, and then to the Team Manager in Nov 2018
- Led a team of professionals providing technical support to more than 2500 businesses operating in the financial sector.
- Supported over 60 enterprise accounts with major North American financial institutions, ensuring timely and efficient resolution of technical issues.
- Maintained key performance indicators (KPIs) such as ticket response time, resolution time, and customer satisfaction rate, exceeding agreed-upon service level agreements.
- Generated weekly reports for the executive team, highlighting the team's performance and identifying areas for improvement.
- Conducted performance evaluations, provided regular coaching and feedback to team members, and fostered a positive work environment to ensure high-quality service delivery and professional development.

4Cats Art Studio

Web Designer

Vancouver, BC

Aug 2015 - Dec 2016

- Provided technical support to franchise owners
- Updated and maintained over 70 websites using various content management systems and e-commerce platforms (WordPress, Shopify, Squarespace)
- Coordinated with outside agencies, art services, and design agencies to complete projects in a timely and efficient manner

Self-employed

French Tutor

Nov 2012 - Aug 2015

- Conducted private and group lessons for students of various ages and skill levels
- Developed personalized lesson plans to meet individual student needs and goals
- Monitored student progress and provided regular feedback to ensure effective learning

SKILLS

Customer-Relationship Management:	Freshdesk, Intercom, HubSpot, Zoho Desk, Zendesk
Information & Project Management:	Google Analytics, G Suite, Jira, Microsoft Office, Trello
Web Development & Design:	HTML, CSS, JavaScript (jQuery), SQL
Content Management:	WordPress, Shopify, Squarespace
Graphic Design:	Adobe Photoshop, Illustrator, InDesign, Dreamweaver
Artificial Intelligence & Machine Learning:	Generative AI, Machine Learning, Large Language Models
Languages:	English, French, Russian