

# Stefan Yas

Email | Website | GitHub

Belgrade, Serbia

## Education

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Union - Nikola Tesla University

Master's degree | IT Management

Belgrade, Serbia

## Skills

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**Expertise:** Project Management | Process Optimization | Workflow Automation | Quality Assurance | Data Analysis

**Technologies:** HTML, CSS, JavaScript | CRM | Marketing Campaigns | Automation Technologies

## Experience

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**Project Manager** | Rising Stars Academy

Jul 2022 - Present

Remote (Part-time)

- Reducing process redundancies by **38%** by implementing streamlined workflows, converting 6-hour manual tasks into automated processes lasting minutes.
- Orchestrating complex projects between customers, developers, and founders, mitigating risks to ensure successful outcomes and alignment with strategic goals.
- Developing and executing data-driven solutions to analyze large datasets, identifying key trends to inform strategic decision-making.

**Quality Engineer** | Standard Notes

Nov 2021 - Jun 2022

Remote

- Established a comprehensive QA process and CI/CD pipeline using **Cypress** and **Selenium IDE**.
- Engineered 20+ automated test cases for robust testing across web, desktop, and mobile platforms.
- Created detailed technical documentation that improved overall team efficiency and knowledge sharing.

**Co-founder, Community & Sales** | Supershroom

Jan 2021 - Present

Remote (Part-time)

- Co-founded and grew customer base from 0 to 200+ active customers through direct sales, community engagement, and targeted social media strategies.
- Implemented sales and community strategies that drove the business to profitability while maintaining high customer satisfaction.

**Project Manager & Member Experience** | Jack's Flight Club

Dec 2018 - Jun 2021

Remote

- Boosted conversion rates by **20%** by optimizing marketing and payment automations in **ActiveCampaign**, and **Stripe**.
- Managed project lifecycle and coordinated daily stand-ups, serving as the key liaison between developers and founders.
- Lead UX/UI improvements, enhancing user experience and increasing customer satisfaction.
- Designed and implemented a support templating system that significantly reduced customer response times.

**Operations Trainer** | GroundLink

May 2017 - Nov 2018

Belgrade, RS

- Developed and delivered comprehensive training programs for over 70 customer support representatives.
- Collaborated with product, sales, and marketing teams to create and maintain current training materials.