

Yaroslav Davydchuk

Project Manager and Training and Development Specialist

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Personal Profile

Dynamic and dedicated Project Manager and Training Specialist with over 10 years of experience in sales development and staff training. Adept in stakeholder management, skilled in the latest IT tools, including data analytics, and chatbots. Completed the Google Data Analytics course with proficiency in BigQuery, R, and RStudio. Seeking opportunities to further develop and apply my skillset.

Volunteering

Actively involved in humanitarian efforts since the beginning of the war in Ukraine, volunteering with Hilfswerk International and Ukrzaliznytsia to assist displaced persons

Key Skills

- Stakeholder Management: Skilled in risk management, budgeting, and scheduling
- Leadership & Negotiation: Proven ability to lead teams and negotiate contracts
- Training Skills: Expert in presentation design, audience engagement, online/offline presentations, and video course creation
- Industry Tools: Advanced knowledge in CRM/ERP, LMS, CMS
- Data Analytics: Expertise in SQL, BigQuery, R/RStudio, Tableau, PowerBI
- Technical Proficiency: Advanced in chatbot development, including AI solutions like ChatGPT. Node.js/JavaScript development, Google Apps Script
- Project Tools: Git, GitHub, Jira, expert in automation tools like Integromat and Zapier

Employment History

Nov-21 – Apr-23, **Training and Development Specialist**, Epicentr K, Ukraine

- Participation in the Learning Management System implementation project
- Conducted both online and offline training sessions and created video courses
- Developed and managed a charity project using chatbot 'Epicenter-help'

Mar-21 – Oct-21, **Project Manager**, Integrator (IT service), Ukraine

- Managed ERP/CRM integration projects for customers
- Coordinated the work of the team of integrators

Oct-20 – Jan-21, **Project Manager, Training & Development Specialist**, Union Group (Retail), Ukraine

- Implemented distance learning projects
- Developed teaching materials and courses
- Major Accomplishments: Launched a gamification project in LMS, developed various chatbots including COVID-19 informer and staff onboarding

Feb-19 – Oct-20, **Training and Development Specialist, Project Manager**, KADIUM (Retail)

- Development and implementation of personnel assessment software
- Developed and implemented educational materials and programs

Major Accomplishments:

- Introduced personnel assessment software
- Created multiple IT tools for staff development, such as chat-bots and virtual sales process simulators

Oct-15 – Dec-18, **Project Manager, Business Coach**, LLC Mesto Holding (Internet advertising), Ukraine

- Managed the 'Mesto School' project and developed training programs
- Conducted training events and presented at all-Ukrainian real estate conferences

Major Accomplishments:

- Led over 80 training events for real estate professionals
- Established partnerships with key real estate NGOs and agencies in Ukraine

Jan-14 – Nov-14, **Business coach**, KADIUM (Retail), Ukraine

- Developed and implemented training programs focused on sales
- Conducted more than 100 training sessions across Ukraine

Major Accomplishments:

- Achieved a 15% increase in sales volumes among trained employees

May-11 – Oct-14, **Business coach**, LLC Territory of Business (Consulting), Ukraine

Conducted a variety of social and business training events on entrepreneurship, communications, and personnel development

Nov-08 – Sep-09, **Deputy Store Manager**, Foxtrot (Retail), Ukraine

- Managed store performance metrics, organized and controlled staff
- Prepared financial performance reports
- Enforced staff rules and retail merchandising standards

Aug-03 – Aug-08, **Sales & Support Manager**, UARNET (Telecommunications), Ukraine

Focused on customer acquisition and support

Apr-05 – Jun-08, **Lecturer**, Open International University of Human Development (Education), Ukraine

Taught courses in Management, Marketing, Finance, and related subjects

Highest Education

2004-2005, **Master's degree in Public Service**, The National University of Ostroh Academy, Ukraine

1999-2004, **Master's degree in Finance**, The National University of Ostroh Academy, Ukraine

Professional Qualifications

2023, Google Data Analytics Course

2021-2022, Corporate Trainer Development Program with Mentorship, Epicentr K, Ukraine

2016, Jordan Belfort Training 'Straight Line Persuasion', Kyiv, Ukraine

2014, Hennadii Tkachenko Academy of Trainers 'Three master classes for trainers', Kyiv, Ukraine

2011, Training 'Practicum of coaching skills', (Lutsk, Ukraine)