

Personal data

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Location: Granada, Spain. (Open to relocation within Spain)

Desired Positions

Project manager / Product Owner / Account manager

About me

Seasoned project manager with 20 years of experience in IT industry. I have a technical background working as a developer and UI/UX designer. Being an entrepreneur, I lead projects with passion and enthusiasm ensuring I deliver the best service and product possible.

Technologies and hard skills

• SAFe • Scrum • Agile Project Management • Kanban • Budget planning • Business planning • Atlassian Jira • Confluence • Git • Networking • Teamwork • Problem solving • Team leading

Languages

English: B2. Spanish: A1. Russian: Native.

Experience

Company: *T-Systems Iberia*

September 2022 – Present

Position: Chapter lead

Leading Spanish team for one of our key clients. Building and maintaining a strong client relationship. Managing the entire staffing process for the client's open vacancies and training people in the team.

Key achievements:

- Building a team from zero to 95 employees.
- Establishing processes (hiring, reporting, interviewing, onboarding) from scratch in the new department.
- Developing a strong relationship with a new valuable high-ticket client and transforming it into a long-term partnership.

- Working on 8 projects and 60 employees and still growing the team.

Main tasks:

Managing distributed team in Spain (team members are in different cities) as People Lead:

- Providing help with training and self-development
- Coaching and assisting employees with their career development. Organizing promotions and salary increases based on results.
- Tracking project progress by monitoring feedback from both sides – the client and our employees.
- Supporting team members with administrative tasks – business trips, vacation, sick leave, tracking working hours, working equipment
- Preparing reports

Liaison with the client and developing strong connection:

- Keeping regular synchronization meetings to track progress and team member efficiency, to provide the necessary data for team development and growth.
- Gathering requirements for new positions and estimates of how long it will take to fill the post, transferring the position to recruiters and further management staffing processes until the position is filled.
- Preparing all necessary documentation for payment process (contracts, calculations).

Managing open positions:

- Receiving demands from the customer, assessing them and open the vacancies in TS Iberia.
- Working with recruiters – internal and agencies: receiving candidates from them, assessing the candidates, and presenting CVs to the customer.
- Controlling interviewing process, making offers and onboarding of candidates.
- Preparing reports showing staffing statistics.

Executing project manager activities:

- Preparing contracts and calculations for invoicing working hours of employees.
- Negotiating rates with the customer via third part company.
- Controlling the financial effectiveness of the team

Key client:

A subsidiary of Telekom Deutschland GmbH which ensures the Group's nationwide technical infrastructure. Around 19,000 employees, build and operate the technical infrastructure facilities and systems nationwide on behalf of Telekom Deutschland GmbH. The company implements network projects, operates the network technology and, if necessary, takes over the maintenance of the technical infrastructure.

Company: *T-Systems Russia*

October 2021 – September 2022

Position: **Project Manager**

Lead specific projects and teams focused on project success and customer satisfaction. Develop employee skills and capabilities to achieve business objectives and enable growth and progress. Manage and motivate the employees to reach the expected levels in quality, efficiency, and performance. Recognize and reward employee contributions in achieving the business objectives.

- control finance and efficiency management initiatives across the assigned unit, effectively coordinate resources to meet financial targets.
- work closely and maintain relationships with counterparts, peers, and stakeholders by providing effective and appropriate communication.

- handle and manage highly escalated operational issues.
- support contract negotiations and preparations, contract terms and conditions compliance, invoice management.
- coordinate and control development, delivery of services, technical solution proposals and projects preparation.

Key projects:

- IN –CAR SOFTWARE COMPETENCE CENTER. Embedded software development for In-Car servers.
- TELECOM SEARCH. Smart search system using Big Data and AI for all Telecom recourses.

Company: Infotech

October 2020 – October 2021

Position: Project Manager

Support and improve SaaS CRM system for the automotive industry. The product was customized for each client (automotive manufacturers); the main tasks were gathering modification requirements and delivering new functions and modules to the customer.

Key achievements:

- Supporting 4 large high-ticket projects (automotive manufacturers) simultaneously.
- Successful implementation of more than 5 special projects from start to their release (three major of them):
 - Portal for selling cars online.
 - Software module for working with users' personal data.
 - Global performance dashboard for the international office
- 3 additional modules up sold for current clients.
- 7 client training programs organized and deployed.

Daily tasks:

- Holding regular progress alignment meetings with clients, receiving new requests, delivering results.
- Transforming requests from clients into tasks for developers. Assigning tasks to developers, tracking their progress, and checking results.
- Presenting new products to the customer, providing new functionality training.
- Tracking invoicing and payment.
- Create and maintain product documentation – instructions for the customer.

Entrepreneur, self-employed

September 2016 – October 2020

Providing IT solutions to small and mid-size businesses. I have acted as a project manager in my business with a distributed team of freelancers. I had a pool of remote specialists (designers, copywriters, advertising specialists, 3D-graphics specialists, front-end and back-end developers) with whom I worked on different projects.

Daily tasks:

- Searching for new opportunities – new customers and projects

- Searching and interviewing freelancers – I always needed new qualifications and I permanently monitored the labor market.
- Getting requirements for new projects and creating technical descriptions for projects.
- Managing all process of development from beginning to end – setting tasks for developers, tracking results, and delivering products to the customer.

Key Projects and clients:

- Founding and leading a retail subdivision for Rival Group Russia – a big manufacturer of automotive accessories. Hiring employees for the project (sales, administrators). Developing websites with my freelancer team. Managing sales processes.
- Developing online shop for Alfa Spa Cosmetics – a cosmetics distributor.
- Creating an online maintenance and repair booking service and adjusted business processes for a SME automotive services company.
- Constructing a web service price calculator for a major automobile manufacturer.
- Building a website for the representative office of a Chinese automaker.
- Completing approximately 20 web-projects (landing pages) and over 8 advertising projects (Yandex Direct, Google AdWords) for a marketing company.

Education

North-Caucasian Federal University, Stavropol

1998 - 2002

Physics and Math, Mathematics, and Informatics (mathematician, teacher of math and informatics)

North-Caucasian Federal University, Stavropol

2000 - 2002

Economic, Economics and Management (economist, manager)

Certificates & Trainings

Certification: **SAFe 5 Scrum Master I** (SSM 1), Scaled Agile Inc

Certification: **SAFe 5 Product Owner I** (PSM 1), Scaled Agile Inc

Certification: **Professional Scrum Master I** (PSM 1), scrum.org

Certification: **Professional Scrum Product Owner I** (PSPO 1), scrum.org

Training: SAFe Scrum Masters, T – Education

Training: Scrum Master School, T – Education

Training: Agile Foundations, LinkedIn Learning, Project Management Institute

Training: Management Accounting and Budgeting essential training, Training Center Specialist, Bauman Moscow Technical State University

Training: Project Management essential training PMI PMBOK standards, Training Center PM Expert