

Anna Korytna

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English / Ukrainian / Russian

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K2T 0A5, Ottawa

SKILLS SUMMARY

Administrative Professional with 5+ of experience in a fast-paced work environment, I possess a diverse skill set that includes strong interpersonal, analytical, organizational, presentation, communication, time-management, problem-solving, coordinating, writing, data entry, and multitasking skills.

- Expertise in managing and supporting of customers
- Proficient at project coordination
- Talented to collaborate with internal stakeholders to deliver on client's needs
- Excellent ability to solve practical problems and think outside the box
- Ability to work with account portfolio planning and prioritization
- Skilled at new clients onboarding & Operations management
- Proficient in Microsoft Office Suite & Google Docs
- Talented using CRM system and other tools

WORK EXPERIENCE

Service Delivery Manager

Klik Solutions (IT company) Maryland, USA

September 2022 - now

- Prepare and present business and account updates to the company's management and clients;
- Follow up with clients to ensure they are satisfied with the company's products or services;
- Communication with clients to take detailed ordering briefs and clarify specific requirements of each project/inquiry;
- Develop a detailed project plan to monitor and track progress;
- Manage changes to the project scope and project schedule using appropriate verification and internal procedures;
- Enforce proper project time and task tracking;
- Coordinate internal resources and third parties for the flawless execution of projects;
- Ensure that all projects are delivered on time, within scope, and within budget.

Account Manager

Elogic Commerce (Software development company), Ukraine

February 2022 - September 2022

- Account management and development: building partnership and strategic relations with customers, proactive account development
- Manage and measure satisfaction and success of the company clients
- Trouble-shooting at existing projects
- Monitor of invoices payment
- Onboarding, training and support of new team members
- Build plans of work with each account and keep the information up to date in the CRM or other required tools

Customer Service Manager

Overonix Technologies (Software development company), Ukraine

January 2020 - January 2022

- Communication with customers (B2B) and teams (programmers, QA specialists, support)
- Update and consult clients on new features that were released
- Collect feedback, reviews, use cases and business requests, prepare weekly reports
- Perform presentations for new clients
- Interact with Support department and other departments of the company

Sales Marketing Manager

November 2018 - January 2019

QArea (Software development company), Ukraine

- CRM & content management
- Responding to incoming emails and phone inquiries from clients
- Scheduling meetings with potential customers
- Negotiating with customers on rates, costs, delivery
- Control over timely payments
- Building and maintaining strong, long-lasting customer relationships
- Support the client and internal team to ensure all project deliverable deadlines are met.
- CMS Wordpress

Sales manager

February 2017 – August 2017

Incode group (Software development company), Ukraine

- Search for new clients and work with an existing client base
- Work with Upwork, PPH, and other platforms
- Coordinate teams and clients regarding projects until sign off
- Preparation of reports

Contract manager

September 2015 – January 2017

"Apteka nyz'kykh tsin" (Pharmaceutical company), Ukraine

- Communication with clients, preparation of documents
- Communication with other departments, setting tasks for responsible persons
- Work to ensure timely payments
- Record-keeping of contracts and invoices

Leading officer

December 2011 – August 2015

Department of justice (State executive body), Ukraine

- Correspondence with citizens and organizations
- Fulfillment of tasks of higher authorities
- Conducting inspections in accordance with my competence
- Work with personnel

EDUCATION

- Master of jurisprudence 2009
- Bachelor of jurisprudence 2008
National Law Academy of Ukraine named after Yaroslav the Wise, Kharkiv.

ADDITIONAL EDUCATION

Project Management Courses - Brain Academy 2017
Sales Management Courses - IT Sales Camp 2018