

YANINA RUSENCHYK

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Summary

Results-driven Project Manager with over 5 years of experience, specializing in Agile methodologies and driving successful project outcomes. Skilled in facilitating Scrum events to support team effectiveness and ensure quality product delivery. Experienced in managing impediments and fostering continuous improvement. Exceptional communication and stakeholder management skills, with a focus on promoting collaboration and transparency. Dedicated to ensuring compliance with Agile best practices while driving innovation and delivering value to stakeholders.

Skills

- Practical and advance knowledge of Agile frameworks (Scrum, Kanban), Waterfall
- Full Software Development Life Cycle (SDLC) experience.
- Software Jira, Confluence, QuickBooks
- Multilingual in English, Ukrainian, Russian and Polish
- SaaS, Power BI, Excel, PowerPoint, Teams, Slack, SharePoint, MS Office
- Servant Leadership, Scrum Events Facilitation, Coaching, Team Collaboration
- Stakeholder Management,
- Process Improvement, Issue Resolution
- Product Backlog Grooming

Experience

Billing Coordinator | WELL Health Technology Corp. - Ottawa, ON | 06/2023 - Present

- Led initiatives to streamline payment processing workflows, resulting in a reduction of outstanding balances by \$300,000, thereby improving cash flow and financial stability.
- Implemented a tracking renewal invoicing system that facilitated prompt invoice payments and addressed billing inquiries efficiently, reducing payment delays and errors.
- Conducted financial training for operational team members on how to operate within QuickBooks, enhancing their understanding and proficiency in financial management tools.
- Collaborated effectively with cross-functional teams to successfully onboard new clients, showcasing strong teamwork and stakeholder management skills, which contributed to enhanced client satisfaction and retention.
- Played a key role in monthly closing procedures, ensuring accurate financial reporting and compliance with company policies, thereby fostering a culture of accountability and integrity within the organization.
- Engaged in policy adjustments for customers, resulting in a deeper understanding of the value proposition of health programs within the clinic.
- Facilitated effective communication with insurance companies to identify the most efficient methods for swift transactions. Resolved payment discrepancies promptly, resulting in timely reimbursement within insurance companies across Canada, the US, and Europe.
- Collaborated in creating protocols for the team, which led to transparent and clear actions required for financial operations, enhancing efficiency and reducing errors in financial processes.

Junior IT Project Manager | Decima Digital - Kyiv, Ukraine | 07/2021 – 02/2022

- Successfully spearheaded the development and launch of the Magento Power BI App, delivering a robust tool capable of analyzing key business metrics and providing comprehensive reports to stakeholders.
- Managed project delivery within the Scrum framework and adhered to project management best practices, ensuring on-time delivery, adherence to scope, optimal resource utilization, and budget compliance.
- Facilitated essential Scrum events including Sprint Planning, Daily Scrum, Sprint Review, and Sprint Retrospective, ensuring effective collaboration, progress tracking, and continuous improvement within the team.
- Engaged in proactive backlog grooming sessions to refine features for new company products, ensuring alignment with customer requirements and maximizing value delivery.
- Actively collaborated with Business Analysts to conduct research and gather user stories from existing company clients, enhancing our understanding of stakeholder needs.

- Spearheaded project initiatives, leveraging Agile principles to foster collaboration and optimize efficiency in project execution.
- Maintained meticulous project documentation in Confluence, facilitating clear and organized project tracking and seamless communication among team members, thus enhancing project visibility and accountability.
- Provided regular and transparent status updates to stakeholders, fostering transparency and maintaining alignment with project goals and objectives.

Executive Director | CasaDeRitmo Academy - Kyiv, Ukraine | 03/2019 – 07/2021

- Organized over 80 sports and dance events in collaboration with both city entities and private organizations, demonstrating strong event management skills and fostering community engagement and participation.
- Led and supported a team of 9 members spanning marketing and operational departments, ensuring cohesive collaboration and alignment with organizational objectives, which led to streamlined workflows, improved communication, and increased productivity across both departments.
- Facilitated team meetings and promoted Agile values and principles, fostering a culture of cooperation, communication, and trust within the organization, enhancing team cohesion and productivity.
- Orchestrated CasaDeRitmo's brand presence across various media platforms, effectively communicating the organization's initiatives to external stakeholders, resulting in increased brand visibility and recognition.
- Managed contracting, partnerships, and collaborative agreements, meticulously ensuring compliance with legal and financial regulations.
- Formulated and executed marketing strategies to drive engagement and enrollment, demonstrating strategic vision and leadership, resulting in improved market penetration and customer acquisition.
- Implemented CRM systems to optimize operations and streamline administrative processes, resulting in increased efficiency, improved data management, and enhanced customer relationships.

Education and Training

PMI | in progress

Project Management Professional Certification

Scrum.org | 03/2024

Professional Scrum Master (PSM I)

Coursera | 09/2021

Google Project Management Certification

Borys Hrinchenko Kyiv University | Kyiv, Ukraine

Preschool Education