

Hi, I'm Alina Hridnieva.



Professional Summary

Solid experience in SDLC and Agile software development (Scrum). By leading projects according to a roadmap using Atlassian Jira, Trello, Basecamp, etc., prioritizing and analyzing tasks in backlog and active sprints, I create a friendly and productive environment in a team. I enjoy being the empathic motivator and guide for all the stakeholders and enjoy being proud of our work.

Contact

✉ eevee6263@gmail.com

📍 Zaporizhzhia, Ukraine /
Batumi, Georgia

Education

○ MASTER'S IN TRANSLATION AND INTERPRETATION

Feb 2018

Zaporizhzhia National University, Zaporizhzhia

Experience

○ PROJECT MANAGER Feb 2021 - Oct 2022

Elementica, Zaporizhzhia

- Created and delivered status reports and identified pending action items for resolution.
- Assessed team strengths and weaknesses to plan future training opportunities.
- Reviewed policies, plans, and procedures to improve processes continuously.
- Equipped team with the required knowledge, resources, and materials to successfully execute project work.
- Outlined risk parameters and assessments

○ PRODUCT MANAGER Aug 2018 - Feb 2021

UDTech, Zaporizhzhia

- Managed definition and delivery of the Smart Shot (Shooters Global) and Airsofter.world products with associated priorities, backlogs, and communications.
- Used management skills and industry expertise to help build optimal solutions for both end users and team members.
- Worked alongside leaders, stakeholders, and developers to achieve product successes in line with stated objectives.

Skills

- Agile software development
- Product Management
- Project Management
- Risk Management
- Strategic thinking
- Performance optimization
- Problem-solving
- Motivation
- Customer relations
- Task prioritization

- Developed and prioritized user stories based on the understanding of business and product strategy.
- Translated product roadmap into well-defined product requirements, user stories, and acceptance criteria.
- Worked collaboratively with business managers to support new and existing locations in marketing efforts.

CUSTOMER SUPPORT SPECIALIST Jan 2018 - Jul 2018

GameNet, Zaporizhzhia

Customer support service of the GameNet platform

- Resolved customer inquiries, complaints, and issues providing insightful solutions.
- Analyzed and improved the quality of teamwork using Atlassian Confluence
- Provided solutions, recommendations, and replacements with empathy and positive feedback.
- De-escalated customer complaints using specialized communication techniques.
- Shared insights with upper management regarding team inquiries, concerns, and complaints.
- Trained new employees on customer service techniques.
- Resolved product and service issues promptly.

SALES AND LOGISTICS MANAGER Dec 2016 - Dec 2017

A1 Logistics, Zaporizhzhia

Selling vehicle transportation services and managing the entire shipment process.

- Explained product features and demonstrated operation to customers and closed sales.
- Worked closely with all sales managers to assist with routine sales and handle advanced issues.
- Determined price schedules and discount rates to maintain competitive positioning.
- Engaged customers to quickly identify needs, negotiate contracts, and close sales.

PROJECT MANAGER Jan 2016 - Sep 2016

Bineks, Zaporizhzhia

IT sales and project management

- Met with potential clients to evaluate needs and communicate service offerings and requirements.
- Facilitated communication between a project team and stakeholders to meet deadlines and deliver a qualitative

product.

PROJECT MANAGER *Jan 2015 - Jan 2016*

Ukrosoft Group, Zaporizhzhia

IT sales and project management

- Facilitated communication between a project team and stakeholders to meet deadlines.