**Olga Tregubenko**

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**Summary**

International operations, project and customer service management professional with 10+ years of experience in software development and IT industries with an entrepreneurial background. Proven track record of operational excellence, process organization, and improvement. Strong organizational, interpersonal and problem-solving skills, attention to detail, and cultural agility.

* Operations • Reporting and Analysis
* Customer Service Management • Process Improvement and Documentation
* Project and Process Management • Product Development

**EXperience**

**Itera-Research,** Kharkiv, Ukraine **06/2018 – 04/2019**

*Software development company serving US education sector*

**Project Manager**

Led learning management system project for K-12 schools across the US:

* Managed a dedicated virtual project team and help desk staff in Buffalo, NY
* Managed project schedule and resources, coordinated all activities to meet project timeline
* Rebalanced team responsibilities and introduced real time data driven feedback loop to improve performance and team dynamic
* Identified an effective engineering team lead locally, got buy-in with the US-based leadership and as a result reduced approval cycles and increased speed to output by 20%
* Managed and measured effectiveness of all processes, identified redundancy and waste, reviewed processes and as a result decreased development costs by 15%
* Managed release of three new modules and continuous deployment of enhancements and fixes

**Zenzevel,** Kharkiv, Ukraine **10/2017 – 03/2019**

*Spices subscription service start-up*

**Founder**

Created an MVP and conducted a round of successful pilots in the Ukrainian market:

* Conducted comprehensive market analysis to identify opportunities and niche products
* Developed a cooking spices subscription service and built supply chain from scratch
* Led marketing and business development activities for a successful launch
* Hired and managed a cross functional team and organized full cycle workflow

**Taka Smakota,** Kharkiv, Ukraine **06/2014 – 09/2017**

*Meal kit subscription service*

**Operations Director**

Led business development and product management to improve the market position and financial results, grew subscriptions by 10%-15% quarterly:

* Introduced long-term strategic goals, built key customer relationships and worked closely with the internal teams to ensure that clients stay positive and satisfied
* Developed and managed the execution of standard operating procedures and company policies for all departments, ensuring maximum customer satisfaction
* Oversaw operational audit and compliance, including food preparation regulations
* Identified and launched a successful adjacent product line in event catering

**Resonance,** Kharkiv, Ukraine **03/2012 – 03/2014**

*Ukrainian leading POS software development company*

**Regional Operations Manager**

Hired to open an office and launch a new POS solution in the Kharkiv market, managed operations and business development post launch and expanded client relationships:

* Maintained the strategic goals for the branch, analyzed local market landscape
* Planned and identified sales opportunities, developed and oversaw marketing campaigns
* Worked closely with the engineering teams in the HQ and local service engineers’ network
* Managed deployment and adoption at flagship accounts, e.g. a leading grocery retail chain

**Sollar Software,** Kharkiv, Ukraine **12/2005 – 03/2012**

*Software development company serving Oil & Gas and Industrial Goods sectors*

**Operations Director**

Led engineering, operations, marketing and finance (team of 30+):

* Identified and pursued new business opportunities growing revenue 50% in Year 1
* Developed and launched IT outsourcing service for western markets enabling company’s turnaround in terms of financial performance and growth potential
* Oversaw marketing efforts to reach clients across the USA, Australia, the UK
* Developed partnerships with local contractors and vendors to deliver large scale projects where own capabilities/scale were not sufficient, managed projects across multiple stakeholders
* Managed end-to-end project of deploying POS terminal solution across 120+ Shell gas stations nationally: led technical requirements identification stage, managed product backlog, facilitated product review and prioritization with Shell leadership teams from the Netherlands

**PhaseFive Software R&D,** Kharkiv, Ukraine **05/2000 – 12/2005**

*Software development company serving mobile operators and telecom providers in Europe*

**Administrative Services Manager 06/2002 – 12/2005**

Managed finance, IT and general office operations ensuring continuous business support:

* Provided effective administrative support
* Oversaw inventory and office supply purchases, provided spending review & budget recommendations
* Developed supplier/vendor relationships and negotiated pricing and delivery terms

**Accountant 05/2000 – 12/2005**

Oversaw all accounting and financial processes for the company:

* Managed budgeting, planning, forecasting and provided strategic partnership to leadership
* Identified cost optimization opportunities, simplified processes and reduced waste
* Performed all accounting procedures (monthly close, AP, AR, payroll, taxation)

**Education and professional development**

National Technical University “Kharkiv Polytechnic Institute” Kharkiv, Ukraine

**Master of Science in International Economic**

**additional information**

**Technical expertise:** MS Office (MS Word, Excel, Power Point), CRM and ERP systems

**Additional languages:** Russian, Ukrainian