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Experience

Ukrainian Esports Federation (UESF) | Remote

→ Operations Manager (project-based)

SEPTEMBER 2026 - PRESENT TIME

- Coordinate operational projects across internal teams, contractors, partners, and external stakeholders, translating priorities into clear ownership, timelines, and deliverables.
- Manage cross-functional workflows across esports, media, commercial, and event-related initiatives, monitoring dependencies, deadlines, and execution quality.
- Support contractor coordination, project budgeting, documentation, reporting, and process improvement, turning ad hoc workflows into repeatable operating systems.

Esports World Cup Foundation (EWCF) / Esports Nations Cup | Poland (remote)

→ National Team Manager – Ukraine (part-time)

FEBRUARY 2025 - PRESENT TIME

- Led national-team operations across 16 esports disciplines, coordinating federation leadership, clubs, coaches, players, media, and tournament stakeholders.
- Managed roster readiness, planning, logistics, regulations, and cross-stakeholder execution throughout the competition cycle.
- Translated team, federation, and tournament requirements into clear actions, timelines, and ownership; 6 disciplines progressed to the main stage.

Natus Vincere | Warsaw, Poland (remote)

→ Team Manager

FEBRUARY 2025 - DECEMBER 2025

- Managed team operations across four competitive rosters, coordinating players, coaches, schedules, travel, media obligations, and international event execution.
- Worked closely with Partnerships and Marketing teams on sponsor deliverables, branded activations, media commitments, and content requirements.
- Acted as a key liaison between players, coaching staff, management, commercial teams, and external stakeholders, translating commitments into executable plans.
- Supported teams across multiple international LAN environments, managing logistics, travel, accommodation, scheduling, budgets, and on-site coordination.

4RABET | Warsaw, Poland (hybrid)

→ VIP Account Management Team Lead

JUNE 2024 - FEBRUARY 2025

- Built and led a 13-person Account Management team, establishing segmentation, onboarding, service standards, KPI frameworks, and performance management.
- Partnered with CRM and Marketing on lifecycle campaigns, premium activations, personalized engagement, and commercial retention initiatives.

- Reduced churn in top-value segments from 14% to 9% and increased GGR by 7% through segmentation, experimentation, and lifecycle optimization.

Growe | Warsaw, Poland (on-site)

→ VIP Support Team Lead

SEPTEMBER 2023 - MAY 2024

- Conducted a comprehensive audit of VIP support processes, identifying key areas for growth and optimization, including revising KPIs, automating various escalation procedures, and improving workload distribution.
- Re-engineered the strategic approach to team KPIs, shifting focus from speed alone to a balanced approach that emphasized both response time and quality, improving player retention metrics.
- Conducted a complete workload and cost analysis, optimizing quarterly resource allocation and reducing operational expenses by ~5%.

Welltech | Kyiv, Ukraine (Remote)

→ Customer Support Group Manager (L&D and Quality Control)

DEC 2023 - MAY 2024

- Progressed from Support Specialist to Group Manager, building Learning & Development and Quality Control functions from scratch.
- Created scalable training, QA, and performance systems with senior leadership.

→ Customer Support Team Lead (Learning and Development)

NOV 2021 - DEC 2023

→ Customer Support Specialist

NOV 2020 - NOV 2021

Education

SEPTEMBER 2015 - DECEMBER 2021

Taras Shevchenko National University Of Kyiv, Kyiv, Ukraine

Law (Master's degree)

Software Skills

PowerPoint / Google Slides	Very Good
Google Sheets / Excel	Very Good
Monday.com	Very Good
Jira/Confluence	Very Good
Salesforce	Good
Figma	Good
Canva	Good
N8N	Good

Languages

English	Advanced
Ukrainian	Native
russian	Fluent
Polish	Low Intermediate

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