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Top Skills

Account Management
Analytical Skills
Web Project Management

Certifications

UX DesignOps: Overview
UX DesignOps: Working with Developers
UX DesignOps: Managing Stakeholders
UX DesignOps: Measuring Success

Andrew Amand

Account Management Specialist
Ukraine

Summary

6 years of total experience—with 3 years in Marketing Production Management, and 1 year of WebDev/IT Project Management. Well-versed in marketing content production, team management, building processes from scratch, and client-facing communication.

Experience

Parting Pro

Marketing Services | Account Manager
September 2024 - September 2025 (1 year 1 month)
Kyiv, Ukraine

- Increased Marketing monthly revenue by 160% in a year;
- Retained 94% of clients;
- Built internal processes around automation and project management tools;
- Established lasting relationships with customers.

Daniliants Ventures

Project Manager
April 2024 - August 2024 (5 months)
Kyiv, Ukraine

- Managed multiple complex projects with difficult stakeholders simultaneously while delivering high-quality marketing deliverables.
- Lead team of designers, marketers, and developers to ensure timely delivery.
- Designed & implemented ClickUp project management system, significantly improving project tracking and team collaboration.

Icebreaker.Agency

Project Manager
June 2023 - April 2024 (11 months)
Kyiv, Ukraine

- Successfully managed multiple small to large-scale projects, ensuring timely completion within the set budget and scope.
- Developed and maintained project plans covering scope, timelines, and risk management.

- Maintained strong stakeholder relationships, ensuring clear communication.
- Implemented and conducted quality assurance processes to ensure project deliverables met or exceeded client expectations.
- Oversaw project budgets, tracking financial metrics for optimal resource use.
- Facilitated effective team and stakeholder communication, ensuring transparent and timely project updates.

Amprise Design

Project Manager

February 2023 - August 2023 (7 months)

Kyiv, Ukraine

- Led projects by coordinating with design and development teams to ensure on-time and efficient completion.
- Managed client communications, fostering strong relationships and high satisfaction levels.
- Played a key role in client retention and account growth by proactively addressing needs and exploring expansion opportunities.
- Monitored project budgets and financial metrics to deliver projects within financial constraints..
- Maintained and updated the company portfolio and WordPress websites, ensuring content accuracy and relevance.

CIENCE

3 years 8 months

Production Manager

September 2020 - November 2022 (2 years 3 months)

Kyiv, Kyiv City, Ukraine

- Oversaw the entire content production lifecycle, from ideation to final delivery, for a wide range of marketing assets, including PDFs, social media publications, advertisements, websites, and videos
- Implemented and conducted quality control measures, such as proofreading and editing, to ensure the highest standard of content across all deliverables
- Led and mentored a team of writers and designers, fostering a collaborative and creative work environment
- Conducted in-depth interviews to develop compelling case studies that showcased client success stories and demonstrated the value of the company's offerings
- Maintained close communication with clients throughout the production process, actively seeking feedback and addressing concerns to ensure complete satisfaction with the final product

Production Assistant

September 2019 - September 2020 (1 year 1 month)

Kyiv, Ukraine

- Managed the end-to-end production of diverse marketing materials, ensuring smooth workflow and timely delivery
- Effectively allocated and managed internal resources to optimize productivity and efficiency
- Gathered and analyzed relevant data to inform project decisions and support strategic planning
- Provided thorough proofreading and editing services to enhance the quality and clarity of written content
- Collaborated closely with the design team, offering assistance and coordination to ensure visually compelling and cohesive design solution

SDR Team Lead

May 2019 - August 2019 (4 months)

Kiev Region, Ukraine

Senior SDR

April 2019 - August 2019 (5 months)

Kiev Region, Ukraine

Ring

Customer Support Specialist

August 2018 - November 2018 (4 months)

Kyiv, Ukraine

- Providing timely technical support to the customers as the 1st level of support on phone, chat, and email
- Ensuring the best quality of service provided to the customers
- Collaborating with the development team on escalation issues
- Worked as a Copywriter and QA Specialist on an internal project (interactive help assistant)

CIENCE

Sales Development Representative

February 2018 - August 2018 (7 months)

Kyiv, Ukraine

BeyondPerform

Business Development Manager

September 2017 - March 2018 (7 months)

Ukraine

- Planning and launching online events and online workshops from start to finish according to requirements, target audience, and objectives, alongside lead promotional activities on a project-related basis
- Managing operational and administrative functions to ensure specific projects are delivered efficiently
- Setting, communicating, and maintaining timelines and priorities on every project, and being responsible for all project budgets from start to finish.
- Communicating, maintaining, and developing supplier, partners, prospects, and client relationships
- Support controlling with bookkeeping and annual closure

LeadPal

Data Researcher

September 2017 - February 2018 (6 months)

Ukraine

- Lead Generation – Research the internet for required information
- Lead Enrichment – Research the internet and update information from an existing list
- Data analysis/entry to the existing database and new lists
- Working with Sales Navigator, Norbert, Hunter.io, Woodpecker, and different other tools
- Successful experience in different research projects
- SDR: creating, analyzing, and adjusting email campaigns

English Today

English Language Teacher

October 2016 - January 2017 (4 months)

Kiev Region, Ukraine

American English Center

English Language Teacher

September 2016 - December 2016 (4 months)

Kiev Region, Ukraine

Education

Bogomolets National Medical University

Doctor of Medicine - MD, Clinical Psychology · (September 2022 - July 2029)

Yuriy Fedkovych Chernivtsi National University

Bachelor of Arts - BA, Comparative Literature · (2014 - 2018)

M.P.Sai Kirovograd Cooperative College of Economics and Law
Junior Expert in Economics, Commodity Science and
Commerce · (2012 - 2015)