Wioletta Losiewicz

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Paris, France

ABOUT ME

Project Manager and Customer Success professional with 7+ years of experience in international, customer-facing environments. Skilled in managing long-term client relationships, coordinating cross-functional teams, onboarding and enablement, KPI monitoring and process improvement. Proven ability to manage multiple projects simultaneously while maintaining strong customer relationships and driving satisfaction and retention.

PROFESSIONAL EXPERIENCE

Project Manager

Vistatec | Remote | 2024 – Present

- Manage **long-term customer relationships** and serve as the primary point of contact, addressing client needs and supporting satisfaction and retention.
- Support **new customer onboarding** by configuring workflows, establishing scalable operational processes, and coordinating cross-functional stakeholders.
- Drive **stakeholder enablement** through training, account **handbooks**, **guides**, and **templates**, supporting process adoption and operational independence.
- Analyze **KPIs across quality, costs, and delivery** using advanced Excel, sharing performance insights and improvement recommendations through customer meetings and QBRs.
- Manage customer feedback, coordinating root cause analysis, corrective and preventive actions, and follow-up communication.
- Coordinate multiple projects and operational priorities, ensuring timely delivery, quality, and alignment with customer expectations.
- Manage invoicing, purchase orders, and revenue forecasting.

Project Manager

TransPerfect | Barcelona | 2021 – 2024

- Managed **long-term customer relationships** and **day-to-day operational requests** in a high-volume, international environment, coordinating internal teams to ensure timely, accurate and high-quality delivery.
- Monitored **service quality** to identify recurring issues and potential risks to customer satisfaction.
- **Analyzed customer feedback** and coordinated root cause analysis (RCA) and corrective and preventive actions (CAPA) to improve service quality and customer experience.
- Improved workflows and documentation to **standardize processes** and increase efficiency.
- Coordinated **multiple operational workflows simultaneously**, tracking priorities, deadlines, dependencies and customer requirements.

Junior Customer Success Manager

UPS | Remote | 2019 – 2021

- Managed **day-to-day client relationships**, handling customer **tickets**, resolving **issues**, and maintaining clear, proactive communication.
- Monitored **customer needs** and **KPIs** to anticipate risks and ensure alignment with client expectations.
- **Analyzed ticket volumes, recurring issues, and trends** across customer accounts to identify potential customer challenges.
- Collaborated with Account Managers to resolve client issues and recommend operational improvements.
- Contributed to client reports, performance updates, and business review materials to support informed decision-making.

SKILLS

Customer Success & Enablement: Customer Onboarding & Implementation, Customer Enablement, Client Relationship Management, Retention & Satisfaction, Business Reviews (QBRs), Customer Feedback Analysis, Customer Ticket Management & Resolution

Project & Client Management: International Project Management, Project Planning & Execution, Budget & Timeline Management, Risk Management

Stakeholder & Team Coordination: Stakeholder Management, Cross-Functional Collaboration, Vendor Management, Stakeholder Training, International Team Collaboration

Operations & Process Improvement: KPI Monitoring & Reporting, Data Analysis, Knowledge Management, Process Documentation & Standardization, Root Cause Analysis (RCA) & CAPA, Continuous Improvement

Tools & Technical Skills: Excel (Advanced), SQL (Fundamentals), Microsoft Office, Google Sheets, Jira, Confluence, Trello, SharePoint, Slack, Notion, Intercom, Microsoft Teams, ChatGPT, Claude

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EDUCATION

Master's Degree in Linguistics
University of Wroclaw | 2016 – 2018

Bachelor's Degree in Linguistics
University of Wroclaw | 2013 – 2016

Erasmus+ Exchange (Master's)
Universitat de Barcelona | 2017 – 2018

LANGUAGES

Polish – Native
English – C2 (Proficient)
Spanish – B2 (Upper-Intermediate)
French – A2 (Actively Learning)