Wioletta Losiewicz

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Paris, France

ABOUT ME

Project Manager with 7+ years of experience across project management, customer success, and performance analysis in international environments. Skilled in end-to-end project delivery, cross-functional stakeholder management, resource coordination, budget management, and risk mitigation. Strong analytical background in KPI monitoring and data analysis. Proven ability to manage multiple concurrent projects, navigate competing priorities, and ensure timely, high-quality delivery.

PROFESSIONAL EXPERIENCE

Project Manager

Vistatec | Remote | 2024 – Present

- Manage **end-to-end project delivery** across international markets, from requirements gathering and planning through execution, quality assurance, and final delivery.
- Manage **20–30 concurrent projects**, coordinating **cross-functional teams** and external partners while balancing priorities, deadlines, dependencies, resources, and risks.
- Monitor and analyze **KPIs across quality, costs, and delivery**, using advanced Excel to identify performance gaps and improvement opportunities.
- Identify and implement **scalable workflow improvements** to increase operational efficiency, reduce manual tasks, and improve profitability.
- Manage long-term customer relationships and serve as the **primary point of contact**, addressing client needs and supporting satisfaction and retention.
- Support **customer onboarding** by configuring workflows, developing operational documentation, and enabling internal and external stakeholders.
- Lead regular customer meetings and contribute to **Quarterly Business Reviews (QBRs)**.
- Manage project financials, including revenue forecasting, margin analysis, cost optimization, invoicing, and purchase orders.

Project Manager

TransPerfect | Barcelona | 2021 – 2024

- **Coordinated multiple concurrent projects**, managing scope, timelines, resources, quality, profitability, and stakeholder expectations.
- Collaborated **with cross-functional teams and external vendors**, managing resource allocation, vendor rate negotiations, and alignment with client requirements.
- Monitored **service quality** and analyzed **customer feedback** to identify recurring issues, operational risks, and improvement opportunities.
- Conducted **Root Cause Analysis (RCA)** and implemented **Corrective and Preventive Actions (CAPA)** in collaboration with internal stakeholders.

Junior Customer Success Manager

UPS | Remote | 2019 – 2021

- Managed **day-to-day client relationships**, handling customer tickets, resolving issues, and maintaining proactive communication.
- **Monitored customer needs and KPIs** to identify risks and track service performance.
- Analyzed ticket volumes, recurring issues, and trends across customer accounts to **identify operational improvement opportunities**.
- Contributed to client reports, performance updates, and business review materials.
- Collaborated with Account Managers to **improve operational efficiency and customer experience.**

SKILLS

Project Management: End-to-End Project Lifecycle Management, Project Planning & Execution, Agile Project Delivery, Scope Management, Timeline & Dependency Management, Resource Allocation, Prioritization, Risk Management

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

Stakeholder Coordination: Cross-Functional Team Coordination, Stakeholder Alignment, Vendor Management, Escalation Handling, International Team Collaboration

Operations & Process Improvement: KPI Monitoring & Reporting, Data Analysis, Revenue Forecasting, Process Documentation & Standardization, RCA & CAPA, Cost Optimization, Profitability Analysis, Continuous Improvement

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