

# Michaela Janoskova

## 👤 Profile

7 years of experiences in customer relations and project management in IT and e-commerce industries. Experienced in both large corporations and start-up businesses.

## 📁 Employment History

### Launch Manager at Shoptet, Prague

September 2020 — January 2021

- served as a point of contact for Shoptet Premium clients with revenue of 3 million CAD per year
- managed development-related requests from clients in launching stage of the project
- explained and upsold 160 add-on packages according to clients' needs
- maintained a close contact and prompt assistance to clients during set-up, launching, and ongoing support stages
- collaborated with merchants' internal and 3rd party design and development teams
- transition clients to dedicated Account Manager once a shop is launched

### Business Development Manager at Rohlik.cz, Prague

November 2019 — September 2020

- participated in new company projects, creating business plans and project plans
- developed of click and collect solution "Rohlik Point" for online grocery shopping from Rohlik.cz
- managed profit and loss by effective cost management
- managed 600K CAD for operations
- acquired 35 locations for Rohlik Point and managed client relations
- managed cross-departmental projects with a team of 20 colleagues

### IT Analyst at Rohlik.cz, Prague

November 2018 — November 2019

- focus on the communication and collaboration with the team
- designed and analyzed new features according business needs
- wrote use cases
- managed change requests
- collaborated with team in JIRA and Trello

### QA Engineer at STRV, Prague

October 2016 — April 2018

- collaborated with development team
- communicated and collected feedback regularly from the development team of the investment platform Rich Uncles

## Details

Vancouver, BC

778-835-3125

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## Languages

English

French

## Skills

IT Project Management

Agile Project Management

Account Management

Communication

Complex Problem Solving

Task management in JIRA and Trello

Waterfall Development

## Hobbies

I am certified nutrition coach who loves active and healthy lifestyle.

## Links

[LinkedIn](#)

- designed and executed test cases
- participated on weekly stand-up meetings with a development team of 8 members

### **Room Attendant at Four Seasons Hotel and Resorts, Whistler**

November 2015 — August 2016

- handled complaints from guests in a professional manner
- recommended dining locations and places to visit to customers
- provided turn-down services to customers

### **UAT Test Analyst at T-Mobile, Prague**

January 2014 — June 2015

- collaborated and reported to project manager, team lead and team of system integration testers
- designed and executed test cases and software development
- participated in waterfall model of software development

## **Education**

### **Bachelor's degree, University of Economics, Prague**

September 2010 — January 2014

Applied Informatics

### **Service Excellence of Business Diploma, ILAC International College**

February 2021 — Present