

# OLGA SEDOVA

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## Profile

I am a project manager with over five years of experience in operational management. My background includes working in a ride-hailing company and running my own e-commerce project. I specialize in team coordination, process development, and working with performance metrics.

## Professional Experience

- Entrepreneur – The Botanica.shop (UK)

2023 – 2024

- Managed an online home accessories store with £38,000 annual turnover.
- Conducted market research and handled UK legal compliance.
- Built a unified brand style and managed production and logistics.
- Led a small team and launched the store to the UK market.

- Project Manager – Yandex Go (Russia)

2020 – 2022

- Led a team of 70→120 document verification specialists across 20 countries.
- Supported analysts and developers in automating 30% of the verification process.
- Managed SLA, accuracy, and cost metrics; reduced inspection costs by 7.4%.
- Increased verification accuracy from 94% to 98% through improved training.

- Senior Team Leader – Yandex Taxi (Remote)

2019 – 2020

- Organized the work of document verification specialists: hiring, onboarding, scheduling.
- Created training materials and managed performance metrics.
- Coordinated with regional managers.

- Quality Team Consultant – Yandex Taxi (Remote)

2018 – 2019

- Supported analysis of document verification cases.

- Assessor – Yandex Taxi (Remote)

2017 – 2018

- Performed online verification of drivers' documents.

- Intern – Lider Audit (Russia)

2016 – 2017

- Assisted in audits, collected and analyzed documentation.
- Helped ensure compliance with company audit procedures.

## Education

Bachelor of Science in Economics, Novosibirsk State Technical University (Russia)

2013 – 2017

## Certifications

IT Project Management, Bauman Moscow State Technical University – Oct 2021

## Skills

Operations Management, Project Management, Team Leadership, Process Development, Performance Metrics

MS Office (Word, Excel, PowerPoint), Miro, Trello

## Languages

English (Fluent), Russian (Native), French(A2), Luxembourgish(A1.1)

## Hobbies

Knitting, skiing, hiking, blogging (3.8K followers)