

Alicja Wochowska

Operations Manager & Project Coordinator | International Delivery



E-mail: alicjawochowska99@gmail.com
Phone: +48 698 464 134
Address: Opole, Poland / remote

Operations and Project Manager with over 6 years of professional experience, including 3 years in the IT industry, coordinating international projects and supporting operational growth in outsourcing environments. Experienced in managing vendor partnerships, optimizing operational processes, and ensuring smooth collaboration between clients, development teams, and business stakeholders. Known for building structured processes, improving delivery efficiency, and maintaining high-quality project execution in international environments.

KEY ACHIEVEMENTS

- **Built and scaled an IT outsourcing delivery department from scratch**, coordinating multiple international projects and contributing to 600–800K PLN in annual profit through effective project and resource management.
- **Implemented Traffit ATS end-to-end as a project**, defining requirements, coordinating stakeholders, and delivering automated recruitment and reporting workflows.
- **Maintained 100% positive client satisfaction over 3+ years** by managing international outsourcing projects, leading regular client status meetings, and ensuring consistent, high-quality project delivery without negative service reviews.

SKILLS & TOOLS

Project & Operations Management: Agile (Scrum, Kanban) | Backlog Management | Business Requirements Analysis | Vendor Management | International Project Coordination | Process Optimization

Tools & Systems: ClickUp | Trello | Hubstaff | Zapier | ADONIS | enova365 | Microsoft 365 (Excel, PowerPoint, Teams, SharePoint) | AI tools (ChatGPT, Grok, Gemini, NotebookLM) | Canva | Woodpecker | WordPress | Slack

Delivery & Stakeholder Management: Stakeholder Management | Cross-functional Collaboration | Client Communication | Service Delivery Coordination

HR & Recruitment (supporting projects): End-to-end Recruitment | ATS (Traffit) | LinkedIn Recruiter Lite | Onboarding & Offboarding

Soft Skills: Strong Communication Skills | Problem Solving | Organizational Skills | Relationship Building

EXPERIENCE

Project Coordinator / Operations Manager
itDesk Sp. z o. o.

10.2022 – present

- End-to-end coordination of IT outsourcing projects across multiple markets (PL, FR, DE, NL, SE, CA, UK)
- Projects generating up to PLN 1M annually, with responsibility for on-time delivery and scope alignment
- Acting as the primary point of contact between clients and development teams; ensuring delivery aligned with contractual scope
- Monitoring project progress, scope, SLAs; identification of risks and issues, implementation of corrective actions
- Supporting decision-making on project priorities, resource allocation, and risk mitigation

- Managing cooperation with vendors, including coordination of scope, delivery quality, and compliance with agreed project terms
- Managing project schedules, priorities, and backlogs, overseeing team utilization, resource availability
- Leading regular status meetings with development teams and clients, reporting progress, forecasting delivery, handling escalations, and maintaining high client satisfaction

Accountant / Administration & HR Specialist

10.2021 - 12.2022

"Forbud" S.C. Construction and Service Company

- Full handling of simplified accounting: invoices, ZUS/US settlements, month-end closing
- Preparing HR documentation, contracts, employment and termination processes
- Building relationships with partners and subcontractors

Business Expert (B2B/B2Cc sales)

10.2020 - 06.2021

Call center - CCIG Group Sp. z o.o.

- Building client relationships through needs analysis, phone conversations, effective objection handling
- Achieving and exceeding sales targets + cross-selling services
- Active collaboration with the team, regular progress reporting

COURSES

2025 AIDEAS Program for AI Competency Development, Key Foundations of Agile & Scrum Project Management
Jira Tutorial for Beginners: Jira Project Management

2023 Boolean Search for Recruitment & Sourcing, Skuteczny Rekruter IT

LANGUAGES

Polish – native | English – C1

OTHER

driver's license (B category)

EDUCATION

WSB Merito Opole University

09.2022 - 06.2024

Management; Marketing and social media, Master's degree

Higher School of Banking in Wroclaw Faculty of Economics in Opole

09.2019 - 06.2022

Management; Human Resource Management, Bachelor's degree

I consent to the processing of my personal data for the purposes necessary for the recruitment process (in accordance with the Act of May 10, 2018, on the protection of personal data (Journal of Laws of 2018, item 1000) and in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (GDPR)).