

EKATERINA (KATE) BERLOVA

+44 XXXXXXXXX xxxxxxxx@gmail.com
XXXXXX XXXX, London, XXX XXX
[linkedin.com/in/kate-berlova](https://www.linkedin.com/in/kate-berlova)

SUMMARY

I am a highly organised professional with 10+ years of experience in project management, administration, education, and customer service. Proficient in Waterfall and Agile methodologies, I specialise in designing and optimising complex administrative processes, utilising data insights to drive decision-making and enhance efficiency. With a proven track record of leading cross-functional teams and strengthening stakeholder communication, I am dedicated to driving continuous improvement and delivering impactful results.

PROFESSIONAL EXPERIENCE

The Association of International Certified Professional Accountants, London

Nov 2020 — Present

Senior Projects Coordinator – Research and Development

Aug 2022 — Present

- Delivered high-profile research projects, such as [Future of Finance 2](#) and [Integrated Performance Management Phase II](#), by developing and implementing detailed project plans. Engaged with 500+ finance leaders across 40 countries through 92 roundtables, identifying critical skills and trends shaping the profession by 2030. These insights informed major updates to the CGMA curriculum, exams, and learning methods
- Established a project management system from scratch, including cost-tracking and milestone documentation, which streamlined project organisation and ensured on-time delivery
- Coordinated a cross-functional team of 15 professionals across the UK and the US, using regular briefings and agile sprints to enhance communication and collaboration, resulting in 95% positive stakeholder feedback
- Reduced project costs by 10% through negotiating with new vendors for translation and printing services; reallocated resources to expedite project milestones by 15%

Customer Service & Operations Specialist

Nov 2020 — Aug 2022

- Coordinated the end-to-end delivery of CIMA programmes in Russian for over 2,000 students annually across B2B and B2C channels in 6 countries, handling everything from registrations to exam bookings and certificate issuance
- Reduced processing times from 15 to 5 days through effective coordination with internal teams and external stakeholders, leading to a 20% increase in student satisfaction, as measured by post-interaction survey
- Streamlined operational workflows by implementing MS Forms and Power Automate, and developed standardised reporting templates, resulting in a 20% reduction in manual processes and improved data collection efficiency
- Identified new sales opportunities, contributing to a 5% increase in revenue by leveraging insights from performance reports

Angloslav International, London

Jul 2019 — Nov 2020

Educational consultant

- Managed the full lifecycle of international student enrolment, advising on admissions, visa procedures, and coordinating academic support, leading to a 25% increase in client retention through enhanced communication
- Developed partnerships with four UK and US universities, launching exclusive summer programmes to expand educational offerings and address client feedback
- Implemented a transparent reporting system for parents, improving trust and client satisfaction

Tonline - women's wellness club, St. Petersburg

Aug 2012 — Mar 2018

Business owner, general manager

- Established and grew the business to self-sustainability within six months, overseeing all operations, including budgeting, supplier management, and strategic planning
- Increased operational efficiency by 30% through an online booking and management system, cutting administrative overhead
- Recruited, trained, and managed a team of seven, achieving business growth through effective marketing and customer service initiatives

Technical College of Management and Commerce, St. Petersburg

Sep 2010 — Mar 2018

Accounting and Economics Teacher (part-time)

- Taught accounting and economics to small groups of teenage and adult students, overseeing thesis projects and providing personalised academic support

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Neovision, St. Petersburg
Accountant

Aug 2007 — Aug 2012

- Handled comprehensive financial functions, including payroll, accounts receivable, and tax reporting, providing data-driven insights for major business decisions

EDUCATION

State University of Refrigeration and Food Engineering, St. Petersburg
Bachelor's degree in Enterprise Economics

Sep 2007 — Jun 2012

Technical College of Management and Commerce, St. Petersburg
Diploma with distinction in Accounting and Finance

Sep 2004 — Jun 2007

ADDITIONAL INFORMATION

Software and Technologies

Microsoft Office: Excel (Advanced), PowerPoint, Word, Outlook, Power Automate
Project Management Tools: Asana, Trello
CRM: Salesforce, HubSpot, Siebel

Languages

English, fluent; Russian, native

Soft skills

Problem-Solving, Analytical Thinking, Adaptability, Leadership, Communication, Cultural Awareness

Certificates

Excel for Data Analysis (April 2022, Coursera)
Google Professional Certificate in Project Management (Aug 2023, Coursera)