



Kseniya Titenkova

Senior web-project manager / QA manual

Full-time office/remotely/part-time is possible

Current location: Moscow, Russia

Relocation:

open to relocation on a global level (Europe)

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MY STRENGTHS:

- + **IT/technical background** and **education**, cross-functional skills
- + **great experience (20+ years)** in web projects
- + very **attentive to details** - both for myself and partners/contractors

✓ I enjoy improving services for people and businesses on every stage:

more efficient, more comfortable and simply better

✓ I build "**communication bridge**" between my non-IT colleagues with IT ones, making dialog between both sides comfort, clear and effective

✓ **Doing something, I do it the best way I can provide**

MAIN SKILLS AND USED TOOLS

- Content management system (CMS) for website (1C-Bitrix and others)
- Full cycle Project Management
- Task trackers & teamwork tools (Jira, Yandex.Tracker, Trello, Miro, Figma, Basecamp, ClickUp)
- Working with graphics: Figma, Photoshop, Illustrator
- Product testing and quality assurance role for web projects
- Understanding of UX/UI principles, basic knowledge of SEO principles
- Basic knowledge of several programming languages: Python, JS, PHP, C#, as well as HTML, CSS, XML, JSON, SQL
- Understanding algorithms and data organization structures, OOP, DOM models, client-server architecture, API
- Basic experience (as part of the QA-engineer course from Yandex.Praktikum) working with Charles, Postman, Android Studio, SygWin console, PostgreSQL
- Understanding software development methodologies and lifecycle: classic Waterfall model and also flexible ones (Agile, Scrum)
- English - Upper Intermediate, improving now
- Italian - Basic level, studying now

EXPERIENCE

2005 – present time, **Head for Corporate Internet Resources** at **Rostelecom** (Russia's the biggest telecom provider of digital services and solutions: ~11 million customers, 130k+ employees).

started at position of content manager (2005), then I became Lead of website support department, then Head of corporate web resources

- Responsible for the development, technical support and content of the official corporate non-product websites (PR, IR, GR, CSR/ESG) and others web-projects
 - Main official website www.company.rt.ru - it is up to 1 million visitors per month;
 - Web-projects **won awards** as best corporate web, Runet Award, Golden site award etc;
 - I provided **four redesigns**, great updates and enhancement of corporate web-site

Kseniya Titenkova, hands-on web-projects manager | 20+ years of experience

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- great level of speed of implementation, quality and SLA in everyday tasks: uptime 100%, errors <0,01 % / (~50 minutes per year)
- zero errors and prescriptions from regulatory authorities during inspections
- Full cycle of web project management (10+ projects), including task acceptance testing, analytics, development, budgeting, planning, controlling etc.
- Deal with content, graphics, content management system and task managers
- Communication and interaction with business segments, vendors and contractors
- Work with documentation, technical specifications and functional requirements

2004-2005 **content/website manager** at Synergenta Group (the biggest Russian distributor of electronics & smart home systems)

Great experience of big bunch of websites

- Project management, content and tech support of 30+ websites
- Working with content (texts, graphics), site management systems and task trackers

2003-2004 **webmaster** at subsidiary (IT company) of Gazprom Group (main Russia's and big global energy company)

2000-2002 **webmaster/IT specialist**, at small retail company

EDUCATION

International State University "Dubna", diplomas with honors:

2004: **University Engineer degree in Computer Science and Software Engineering for Computers and Automated Systems**

2002: **University Bachelor's degree of Technics and Technology in the field of System Analysis and Management**

2021: QA Engineer Professional Training Course by the Yandex School of Data Analysis

ADDITIONAL EDUCATION / COURSES

2023: Web design in Figma 2023. Basics of UI/UX design in practice (online)

2021: QA Engineer Professional Training Course by the Yandex School of Data Analysis

2021: uTest Academy (online, in English)

2020: Testing: preparation for certification ISTQB Foundation (online, certificate with honors)

2020: Courses on Figma and designing interfaces, creating presentations (online)

2018-2019: Basics of Python3, HTML+CSS, Technical writing (English), PHP, CSS, JS, jQuery, ML, IoT, etc. (online at SoloLearn.com, Stepik.org, Coursera), Data Science (HSE)

2015: Adobe Photoshop and Adobe Flash (offline, certificates of authorized training center at Bauman Moscow State Technical University a.k.a. Bauman University)

2013: mini-MBA course (Rostelecom Corporate University)

2012: Websites usability. Designing web interfaces (Bauman Moscow State Technical University)

2006: IT Project management (Bauman Moscow State Technical University)

Personal extra info

- Optimistic and active person, mom of two boys.
- I am interested in interface design and digital design as itself (Figma, Photoshop).
- I enjoy studying and getting to know the new things.
- For me creativity is a best way to switch the brain and hands to a different vibe. I paint with watercolors and experiment with other arts.
- I organized amateur hobby lessons with watercolor for my colleagues. We enjoyed making art and relax after hard working days.
- Traveling fills me with energy and optimism and gives me power. I love Italy and so I started learning Italian.

Other achievements / awards

- The corporate website is included in the top 10 best corporate websites in Russia, winner of the Runet Award and the Golden Website Award in different years.
- AzbukaInterneta.ru - winner of the All-Russian competition of educational projects in the field of cybersecurity "Attention - digit!" (2022).
- Certificate of Commendation of the President of Rostelecom (2015)