Veronika Troitskaia

Senior Project Manager | Programme & Digital Delivery

Lisbon, Portugal | hello@veronika.pt | +351 911 969 323
linkedin.com/in/veronika-troitskaia | veronika.pt

Senior Project and Programme Manager with 10 years of experience delivering cross-functional digital and operational change across enterprise software, B2B services and real estate. Experienced in planning, governance, capacity and budget management, risk and dependency coordination, and executive reporting. At GE Vernova, introduced clearer work preparation and delivery tracking, contributing to an increase in UX on-time delivery from approximately 25% to 85%. Combines programme coordination with hands-on experience taking websites and digital products from discovery through launch.

Professional Experience

Selected Digital Projects

Independent and client projects | Lisbon, Portugal – veronika.pt
2026

- Sparkway: coordinated strategy, naming, branding, content, localisation and launch preparation with the client and Letra Studio, helping launch a bilingual mobility brand website in July 2026. Adapted the scope and customer journey to include driver recruitment.
- Independent products: built and launched the first FeedCount MVP in 10 days, from scope definition to design and development. Created Better Housing Atlas, coordinating research, publication permissions and development; contacted 35 architecture studios and published five projects for the first release.

UX Operations Lead / Program Manager

GE Vernova, GridOS UX | Software Development | Remote from Lisbon, Portugal, global team
March 2025 – May 2026

- Introduced earlier work preparation, structured capacity reviews and consistent commitment and spillover tracking. UX on-time delivery increased from approximately 25% to 85%; this measures UX commitments, not end-to-end software release performance.
- Coordinated work requests across UX, Product, Engineering and subject-matter experts for ADMS, AEMS, SCADA, Switching, Research, and Design System programmes, clarifying workflows, scope, constraints, ownership and dependencies before teams committed.
- Led planning and capacity reviews for a distributed UX organisation of 17. Consolidated programme plans, resource availability, and delivery risks in leadership reviews, supported by dashboards and executive reporting.
- Moved Design System and AEMS/SCADA core design teams from four-week to biweekly planning. Coached Design Leads on realistic commitments and established retrospectives and blocker reviews to address slippage.
- Tracked cross-workstream dependencies, issues and mitigations in Aha! and Excel; worked with Design, Product and Engineering stakeholders to identify missing inputs, clarify follow-up owners and escalate delivery risks.
- Standardised work-request documentation and readiness criteria with Product teams and Design Leads; trained Product Managers to prepare UX requests and supported adoption with guidance and follow-up.

Relocation Project Manager

Independent | Real Estate | Lisbon, Portugal
June 2022 – March 2025

- Delivered 50+ client projects end to end, coordinating customers, property owners, lawyers and service partners around fixed deadlines; reduced average time-to-contract by 30% and achieved NPS 64.
- Managed project plans, documentation, budgets and risks; negotiated and monitored costs, saving clients an average of 6.5% against approved budgets.

Senior Content Project Manager

Avito (OLX Group) | Digital marketplace | Moscow, Russia
December 2020 – December 2022

- Led cross-functional digital and customer-experience projects with Product, Design, Research, Analytics, Sales and external partners, reducing content production time by 18%.
- Designed and launched a 26-video B2B sales-funnel course and delivered client workshops and webinars. Partnered with analysts on a controlled experiment with 6,868 sellers per group to evaluate customer and business outcomes.

Founder & Project Manager
Biodinamica | Independent digital studio | Moscow, Russia
January 2016 – December 2020

- Directed distributed teams delivering websites and digital products from discovery and requirements through design, development, QA, launch and ongoing optimisation; owned client communication, scope, schedules, quality and delivery expectations.
- Managed real estate developer clients' advertising budgets up to €850,000 per year, allocating spend across channels, tracking actuals against plan, analysing variances and forecasting expenditure against agreed goals.
- Designed and delivered internal training for designers and editors; coordinated technical trade-offs and delivery expectations across client and production teams.

Skills

Project & programme delivery: programme planning, governance, scope and milestones, resource coordination and capacity planning, plan-versus-actual tracking, budget monitoring and forecasting, RAID and mitigation management, dependency tracking, process improvement, change control, KPI tracking and executive reporting.

Cross-functional leadership: stakeholder alignment, influencing without authority, requirements clarification, competing priorities, escalation, issue resolution, workshop facilitation, training, change adoption and remote team coordination.

Tools and methods: Aha!, Jira, Confluence, Asana, Trello, Miro, Figma, Tableau, Git/GitHub; Agile, Scrum, Waterfall, and hybrid delivery; SDLC and QA processes.

Languages: English fluent (C1); Portuguese upper-intermediate (B2); Russian and Ukrainian native.

Education and Certifications

Specialist Degree in International Economics, Sochi State University (five-year university degree)

Google Project Management Professional Certificate (2025) • Scrum Fundamentals Certified (2025) • Agile Leadership, University of Colorado System (2025) • Managing Project Risks and Changes, University of California, Irvine (2023) • Data Analysis with R Programming, Google (2024)