

Olena Hart

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Project Manager

Leveraging exceptional communication and interpersonal skills to deliver results efficiently

Enthusiastic, agile, and biased-to-action global project manager demonstrating exceptional performance in **B2B cross-functional projects** in the communication, health, and creative writing industries. Adept at **monitoring performance, supporting stakeholders**, keeping the team **accountable for deadlines**, and acting as the **point person**. Leverage linguistics background, international intercultural experiences, and polyglot competency to work with international clientele demonstrating flexibility, adaptability, and fast thinking. A **great problem solver** with an **ownership** attitude. A **leader who motivates, influences, and encourages** the team, building long-lasting relationships.

- Customer Service & Account Management
- Problem Solving & Achievement Orientation
- Intercultural Communication & Sensitivity
- Storytelling, Creative Writing & Social Media
- Analytical Skills & Data-based Decision Making
- Quality Assurance & Detail Orientation
- Public Speaking & Relations
- Word, PowerPoint, Outlook, Access & Excel
- Asana, Monday & Smartsheet
- Jira & Sales Force
- Fluent in English, Ukrainian, French and Russian; and intermediate in Spanish

Highlights

- Recognized as a 2022 AI Dia **"40 Under 40 Honoree"** for dedicated support of the immigrant community in Greater Philadelphia.
- **Notable project achievements** include: Facilitated 300 hours of interpretation engagements; ghost wrote 15 books for various clients and authored 60 articles featured in renowned media outlets; orchestrated 10 high-impact PR campaigns; led the successful execution of 30 cross-functional projects (health and communication industries).
- Earned 20 **5-star reviews from clients** with noted positive feedback for writing style.
- Spearheaded the development and expansion of the **"Daily Motivation" channel**, employing rigorous **AB testing** to optimize content that resonated most effectively with the audience.
- **Increased a photographer's social media following by an impressive 33%** through the creation of engaging and innovative branded content, meticulously tailored to address the pains, needs, and interests of the target audience.

Professional Experience

"Quickly picked up on processes and had confidence to lead increasing numbers and difficulty of implementations, further improving implementation workflows. Went above and beyond with onboarding and meeting members from other teams and learning the best way to approach all scope of implementations and teams." (Angela Cutrell, Senior Manager at UpHealth)

Project Coordinator | UpHealth Inc. Global | Remote | Feb 2022–present

Orchestrate the end-to-end implementation of video remote and over-the-phone interpreting services for a diverse portfolio of **80+ clients**, overseeing every phase from initial requirement collection to final installation and rigorous quality assurance.

- Proficiently juggle up to 10 simultaneous projects, **meticulously organize milestones, foster team cohesion**, and uphold strict **adherence to timelines and budgets**, ensuring seamless execution.
- Employ **robust communication and active listening** to facilitate smooth progress across all project phases demonstrating a keen ability to establish rapport and forge **enduring client relationships** as a trusted advisor.
- **Masterfully tailor project approaches to specific contexts** in varied settings such as hospitals, schools, and non-profit organizations, negotiating and adapting processes to deliver high-quality outcomes.
- Exemplify adept problem-solving skills by efficiently connecting clients with the appropriate departments for **swift issue resolution**.
- Leverage proficiency in five languages to provide remote interpretation services, facilitating **seamless communication with international clients** and ensuring a culturally sensitive understanding of concepts through localization.
- **Spearhead comprehensive equipment training sessions**, showcasing **exceptional presentation skills** to equip teams with the necessary knowledge and skills.
- Maintain **impeccable logistics oversight**, meticulously tracking delivery progress and verifying each step with unwavering attention to detail.
- Deliver real-time project **status updates to leadership**, providing insights into scope, timing, costs, and upcoming steps through concise and informative oral reports.
- Proactively identify and execute **process enhancements**, streamlining the requirements identification, shipping, and installation process, resulting in a **25% reduction in project completion time**.

Founder & Manager | The Immigrant Platform | Reading, PA | Feb 2021–present

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Established and led The Immigrant Platform, an online community and resource center catering to approximately 50 immigrants. Initiated and lead the "Speak Up" free English Club.

- **Partner with universities** to offer training to student teachers while providing free services to immigrants at no cost.
- Effectively **manage** a dedicated team of X ESL student teachers, ensuring adherence to best practices.
- Demonstrate an aptitude for crafting **compelling digital strategies** and cultivating engaging social media channels that draw immigrants to the platform.
- **Organize and host 2 free job search webinars** per month, resulting in successful job placements for immigrants.
- Conduct interviews and spearhead the onboarding process for pro-immigrant leaders and volunteers.

Head of the Communication Workgroup | National Council of Interpreting in Health Care (NCIHC) | Washington, DC | Mar 2022–present

Spearhead the revision of all communication-related projects, encompassing memos, press releases, blurbs, social media content, email blasts, podcasts, and materials for various activities and events.

- **Delegate responsibilities** by assigning tasks according to team members' expertise. Mentor, and develop the team.
- **Lead productive meetings**, fostering a cooperative brainstorming environment that encourages creativity.
- Advocate for language access improvements within the medical industry.
- **Design efficient workflows** from the ground up to streamline processes. Created user-friendly Google forms and provided training to all departments on their utilization.
- Craft captivating and visually appealing podcast episode ads with engaging titles to pique curiosity and **attract followers**.

"I am always amazed by her ability to **juggle multiple deadlines and still deliver great work** in all that she does. She is an **incredibly effective communicator** and obviously a great writer as well" (Jan Kubic, Governance Coordinator, InTealth)

Peer Reviewer | Youth Transatlantic Innovation Leaders Initiative | Chicago, IL (Remote) | Mar 2021–Apr 2021

- Reviewed applications for 20 young entrepreneurs pursuing federally-funded fellowships in the US through a non-profit program based in Chicago.
- Presented recommendations to committee members based on **data analysis**.

Freelance Journalist, Community Interpreter, and Writer | UAmodna.com, iWriter.com, Nationalities Service Center, Cypher Language Services, TransPerfect Various Companies | Remote | Oct 2017 - Feb 2022

"Olena is a gifted writer with a remarkable ability to **craft engaging and persuasive content**. She possesses a unique talent **for turning complex ideas into clear and concise prose**, making even the most intricate subject matter accessible to a wide audience. Her writing style is not only eloquent but also adaptable, allowing her to excel in a variety of genres, from technical documentation to creative storytelling. Best of all, her writing engages the reader." (Elaine Lobo, **Language Access Consultant, Interpreter Trainer at CoreCHI-P™**)

English and French Teacher | Logos Premium Language School | Kyiv, Ukraine | September 2014–July 2015

Client Success Manager | Reproductive Clinics BioTexCom | Kyiv, Ukraine | October 2013–August 2014

Freelance Journalist (Writing and Interviewing) | Various Prestigious Media Outlets | Kyiv, Ukraine | November 2010–October 2013

Leading Specialist | International Relations Department, Ukrainian State Postal Operator "Ukrposhta" | October 2008–November 2010

Education & Professional Development

Google Project Management Certification | Online | 2021

PMP Certification Exam Prep Course | Udemy | 2021

Core Certified Healthcare Interpreter (60h) | Phoenix Language Services | 2020

Written Journalism Course | Private Media School | Kyiv, Ukraine | 2009

Certificate C1.1 in the French Language | L'institut Linguistique du Peyrou | Montpellier, France | 2008

Master's Degree in Linguistics & Translation/Interpretation | Kyiv National Linguistic University | Kyiv, Ukraine | 2008 *
Graduated cum laude