

FARIDA KHAN

Senior Project Manager · who built & led the PMO

Lviv, Ukraine (UTC+2) · Ukrainian citizen · Remote — EU & US time zones
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PROFESSIONAL SUMMARY

Senior Project Manager with 7+ years in IT delivery: 20+ shipped mobile and web products for 20+ international clients across Europe, the US, and Asia. Led the 4-year Reebok Fitness App & Smart Ring program — 50+ production releases across iOS, Android, Web, and the Smart Ring ecosystem — owning delivery and part of the product roadmap. What sets me apart from most Senior PMs: I also built my company's PMO from scratch and mentored 10 Project Managers — delivery standards and team leadership on top of hands-on project ownership. Started out in sales and marketing, which still shows: comfortable in presales, tough client conversations, and everything between discovery and release.

CORE COMPETENCIES

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|---------------------------------|----------------------------------|-------------------------------------|
| • Delivery & Program Management | • Stakeholder Management | • Risk Management & RAID |
| • PMO Build-out & Governance | • Cross-functional Collaboration | • Scope & Change Management |
| • Roadmap & Release Planning | • Resource Allocation | • Escalations & Conflict Resolution |
| • Agile · Scrum · Kanban | • Dependency Management | • AI-augmented Workflows |

Domains: Health & Fitness, Wearables, E-commerce, SaaS, Fintech, Security, etc. · **Tools:** Jira, Confluence, Notion, ClickUp, Azure DevOps, Figma, Miro, Claude, Fireflies.ai

PROFESSIONAL EXPERIENCE

Head of PMO & Senior Project Manager — NERDZ LAB

Sep 2021 – Feb 2026 · Lviv (remote-first)

Mobile & web development agency (Flutter/FlutterFlow) serving international clients across health & fitness, e-commerce, SaaS, fintech, and security.

- **Led the Reebok Fitness App & Smart Ring program for 4 years:** 50+ production releases and 10+ major feature launches across iOS, Android, Web, and the Smart Ring ecosystem — coordinating wearable SDK integration and customer feedback cycles that shaped the roadmap.
- **Delivered a workforce and user-management platform** for enterprise clients, including two tier-1 global banks, within the Reebok ecosystem.
- **Ran 3-4 projects in parallel involving 40+ cross-functional contributors** across US and EU time zones; kept delivery on track through dependency management and proactive risk registers.
- **Built the PMO from zero:** designed the delivery operating framework — Definition of Ready/Done, RAID, change request and escalation processes, PM career ladder — standardizing execution across 20+ projects as the company grew.
- **Hired, onboarded, and mentored 10 Project Managers** (up to 4 at a time, including juniors): ran interviews, regular 1:1s, and performance reviews, with a voice in hiring and salary decisions.
- **Primary contact for enterprise accounts and 30+ stakeholders**, owning C-level status reporting; one client formally extended the engagement citing the working relationship and delivery trust as the deciding factor.
- **Contributed to 20+ presales and discovery engagements;** managed fixed-price, T&M, and dedicated-team contracts, adapting scope control, budgeting, and reporting to each model.
- **Brought AI into the PM team's daily workflow** (Claude, ChatGPT, Notion AI, Fireflies.ai): standardized status reports and documentation, automated meeting notes, and cut manual admin work across the team.

Key wins: 50+ Reebok releases · 20+ projects delivered · PMO built from zero · 10 PMs hired & mentored · 20+ presales engagements

Project Manager — Ihosco

Aug 2020 – Jul 2021 · Kharkiv, Ukraine

Web application development for international clients, end-to-end delivery from discovery to production.

- **Delivered multiple web projects from inception to production**, owning scope definition, sprint execution, risk management, and release coordination.
- **Reduced late-stage change requests** by setting up a structured client communication cadence and a lightweight process for requirement changes.

Key win: Multiple web projects shipped on time and on scope, with full client satisfaction

Project Manager — KNO.PKA

Jan 2020 – Aug 2020 · Slovyansk, Ukraine

Mobile & web development studio with no established delivery processes.

- **Set up the delivery framework from scratch:** sprint planning, estimation, reporting, and release management for mobile and web projects.
- **Managed cross-functional teams** and kept client communication transparent from discovery through launch.

Key win: Delivery framework built from zero; mobile & web apps shipped on schedule

LANGUAGES

Ukrainian — Native
English — Full professional proficiency (C1) · Cambridge FCE (B2) certified
German — Intermediate (B1)

EDUCATION & CERTIFICATIONS

Bachelor's Degree — Journalism
Kyiv National University of Culture and Arts · 2016–2020
Cambridge English: First (FCE) — B2 · University of Cambridge · 2016
Jira Time — IAMP School · PM Marathon — ProjectMe School