

Daniil Kozlov

Project Manager

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ABOUT ME

Project Manager with experience in implementing operational changes and developing internal services. Specializing in process optimization, the development and implementation of policies and procedures, contractor coordination, and the delivery of projects with measurable financial impact. Experienced in both market research and a leading fintech company, where I was responsible for improving operational efficiency, enhancing employee working conditions, and implementing organizational changes.

WORK EXPERIENCE

Project Manager, Cash-in-Transit (CIT)

Dec 16, 2024 – Jun 15, 2026 (1 yr 6 mo)

T-Bank

RESPONSIBILITIES

- **Service development and optimization:** business process analysis and identifying areas for improvement, developing and implementing policies, instructions and operational changes, defining the service's needs
- **Employee working conditions:** equipment, transport, routes, coordination with adjacent departments, convenience and safety at work
- **Operations management:** stakeholder coordination (departments, contractors), vendor management (sourcing, onboarding, support, service quality control), reporting, reconciliations, control of settlements and payments, staff certification and KPI assessment
- **Project initiatives:** initiating and running projects to improve efficiency and reduce costs, organizational changes (new roles, process redesign), reducing operation time and risks, assessing financial impact

RESULTS

- **New crew operating model:** pilot, instructions for the new positions and rollout support, labor costs for these roles −37%
- **Staff certification:** designed and ran it for employees in every city, review cycle shortened
- **Frontline feedback:** meetings with driver-collectors, the best suggestions implemented
- **New uniform:** project for the entire service: specifications, designs, demand calculation and ordering
- **Cost reduction:** employee travel compensation −20% per year, more cost-effective premises and contractor terms
- **Crew equipment:** selected and rolled out new equipment in all regions

Project Manager, Market Research

May 7, 2024 – Dec 13, 2024 (7 mo)

TR Consumer Research

RESPONSIBILITIES

- **Project preparation:** analysis of client information, work plan, materials (designs, cards, mock-ups, shelves) and questionnaires, equipment, purchasing, preparing and scouting locations
- **Teams and contractors:** building research teams, sourcing contractors, assigning and monitoring tasks, team productivity and conflict resolution
- **Project control:** managing foremen, supervisors and field staff, overseeing buyers and developers, compliance with instructions, protocols, photo reports and deadlines
- **Communication:** clients, management, finance, analytics and IT departments, presenting results to the client

RESULTS

- **≈40 projects in 7 months:** full cycle from the client request to presenting results
- **Teams:** 3–4 supervisors with teams of 5–7 people
- **Savings:** project costs reduced by 10–15% through better purchasing terms with large suppliers

In parallel: RUT (MIIT), project assessing service quality in the first-class segment of high-speed rail.

Fitness Club Administrator

Feb 8, 2023 – May 30, 2023 (4 mo)

FITNATION

RESPONSIBILITIES

- **Sales:** presenting club services, advising on memberships, selling and preparing contracts
- **Customer service:** welcoming and registering visitors, club tours, feedback and conflict resolution, keeping the club in order
- **Cash and records:** processing payments, cash documentation and reporting, maintaining the client database in the CRM system

Camp Counselor

Aug 2021, Aug 2022 (2 sessions)

ELNA ENERGETICA

RESPONSIBILITIES

- **Safety and order:** children's safety and well-being, discipline, conflict resolution, camp routine
- **Group programme:** activity plan by age and interests, entertainment and educational events, motivating children
- **Organization and paperwork:** children's daily needs and meals, care of camp property, contact with parents, group and reporting documentation

EDUCATION

Moscow Automobile and Road Construction State Technical University (MADI)

2018 – 2024

Level	Specialist degree, 5.5 years
Qualification	**Engineer**
Field of study	Special purpose vehicles
Specialty	Ground vehicles and airfield support systems for aviation operations

Kaplan International English, Bath (UK)

25.06.17–15.07.17

Format	2-month exchange in the UK: studied at Kaplan, cultural and educational excursions; English course at B2 level, 45 hours

SKILLS

Project management

- End-to-end delivery: from idea to approval and rollout
- Budgeting and planning
- Timeline, quality and risk control
- Vendor and partner management
- Team coordination
- Client and stakeholder communication

Processes & operations

- Business process optimization
- Policies and procedures
- Reporting and KPIs, reconciliations, cost calculations
- Change implementation
- Cost reduction
- Research: data collection and analysis

Tools

- Jira, Confluence, Trello, Kanban, Agile
- MS Office: Excel, Word, PowerPoint
- Miro and whiteboard tools
- AI tools / generative AI
- CRM systems
- Survey Studio
- KOMPAS-3D (CAD)

LANGUAGES

Russian	Native	English	B1–B2	Spanish	A2

PERSONAL QUALITIES

Analytical and critical thinking · **Responsibility** · **Ambitious and results-driven** · **Teamwork** · **Quick problem-solving in unexpected situations** · **Fast learner**

CERTIFICATES AND COURSES

PROJECT MANAGEMENT

Google Project Management
Google, Coursera, 2026

Microsoft Project Management: Build Job-Ready Skills
Microsoft, Coursera, 2026

Project Management and Planning
Johns Hopkins University, Coursera, 2026

IBM Project Manager
IBM, Coursera, 2026

Agile Project Management
University of Maryland, Coursera, 2026

Project Management: Tools, Approaches, Behavioural Skills
Politecnico di Milano, Coursera, 2026

All certificates

Also: INSIDE LVMH Certificate (Operations & Supply Chain), Atlassian Jira, Confluence, Change Management (Cambridge); product — Stanford, Duke, Microsoft; business — IESE, IIM Ahmedabad, Cambridge; data — Google, IBM and more, 40 in total. **All certificates:** resume-kozlov-daniil.name/en/#certificates