

VIKTORIYA TROTSKA

PROFESSIONAL EXPERIENCE

PROMETHEUS LLC

Program Director

- coordinate and monitor projects on distant learning for reconstruction of Ukraine
- develop projects on reskilling and upskilling of internally displaced people and veterans
- develop and implement fundraising strategy

Kyiv, Ukraine
(remotely)

Mar 24 - current

NOVA UKRAINE CHARITY FOUNDATION

Head of Education and Culture Direction

- developed a fundraising strategy in US for educational and cultural projects in Ukraine on the total amount of \$2.5 million
- created the long-term vision for the education direction development contributing with market data, channel analysis, developing programs and products, planning events; ensuring quality control in the programs, building accountability and controlling processes
- signed the Memorandum of Cooperation with the Ministry of Education. As a result about 2000 digital devices were collected in US and sent to Ukraine

Washington, DC
Jun 23 - Mar 24

GLOBAL UKRAINIAN SCHOOL (GUS)

CEO

- developed college-prep and psychological support courses for the high school refugee kids of Ukraine during the start of the Russia's war
- supported 50 Ukrainian refugee students with US college preparation trainings
- partnered with non-profit companies and diplomatic organizations to prepare the students for US college admissions

Washington, DC
Sep 22 - June 23

DOTGOV SOLUTIONS, LLC

Short-term consultant

- developed and implemented the Payment Gateway in Zambia

Ashburn, VA
June 20 - July 20

IMF FAMILY ASSOCIATION

Board Member

- organized educational workshops and internship programs for the family members of IMF, consisting participants from over 100 countries
- led 20 volunteers during IMF sponsored culture and fundraising events
- developed and partnered with consultancies in order to create workshops and programs (Teen Summer Program, Fundraising and Career Networking Events)

Washington, DC
Dec 18 - May 22

UKRSOTSBANK (top 4 bank, post-merger with UniCredit Bank)

Head of omnichannel division (~400 people in the reporting area):

- management and transformation of contact center, internet banking, mobile banking, CRM

Kyiv, Ukraine
July 14 - Aug 17

VISA INTERNATIONAL

Deputy CEO, Business Development Director in Ukraine:

- managing all business relationship issues with a pool of 55 large and mid-sized banks
- leading the development of the sales strategy for Ukraine
- managing the turnaround project for the local office

Kyiv, Ukraine
Jan 12 - July 14

UNICREDIT BANK

Head of retail sales division (Kyiv) (15 people under direct supervision in head office, ~250 people indirectly in the network):

Kyiv, Ukraine
Mar 08 - Jan 12

- managed sales in 60 retail branches; + private banking
- managed alternative sales development (call center, Internet, ATMs)
- responsible for Bank's marketing campaigns

Regional director on retail sales

Odesa, Ukraine
Aug 06 – Mar 08

- managed of launch retail branches and local marketing campaigns for 8 branches (60+ people)
- coordinated integration tasks on the regional level during UniCredit Bank – HVB Bank Ukraine merger

RAIFFEISENBANK UKRAINE

Odesa, Ukraine
Dec 04 – Aug 06

Head of Retail branch :

- managed retail, SME and private banking department
- planned and reported on retail and SME development
- quality management and retraining of retail officers

EDUCATION

ODESA STATE ECONOMICS UNIVERSITY (Odesa). PhD student

Sep 01 – June 04

UNIVERSITY OF GENOVA (Italy), Postgraduate courses at Faculty of Finance

Jan 03 – May 03

ODESA STATE ECONOMICS UNIVERSITY (Odesa). Bachelor / Master of Economics, Major in Banking (with Honors)

Sep 96 – June 01

PROFESSIONAL, LEADERSHIP DEVELOPMENT & TRAINING

STREETWISE PARTNERS. 13 WEEKS OF MENTORSHIP, program for adults

Mar 23 – June 23

CORNELL UNIVERSITY, Women's Entrepreneurship certificate program

Mar 22 – Oct 22

UKRSOTSBANK (member of UniCredit Group, from Oct 17 – member of Alfa Group); trainings on:

Oct 16 – May 17

- Digital channels; Customer Relation Management; Fintech

VISA INTERNATIONAL (UK). Participant of series of training programs:

Jan 12 – July 13

- Product development, Sales Strategies, Innovations, Leadership

UNICREDIT GROUP (Italy). Participant of 3 development programs:

Oct 08 – Jan 12

- UniQuest (top young talent development program)
- Global Talent Management Review program
- Executive Development Program

UNICREDIT BANK (Kiev). Series of trainings on:

Jan 07 – May 09

- Sales Skills; Private Banking; Business processes; Leadership

RAIFFEISENBANK UKRAINE (Kiev). series of trainings on:

Sep 03 – Feb 06

- Sales Skills; Service Standards and Quality Management; Coaching; Time management; Six Sigma; Model Branch

PERSONAL SKILLS & COMPETENCES

- Language: Ukrainian (native); English (fluent), Russian (fluent)
- Excellent knowledge of financial sector, financial inclusion, fintech
- Proven track record in leadership and team playing in cross-cultural and cross-functional environment
- Strong communication (verbal and in writing) and presentation skills to top management and shareholders
- Experienced in managing and training large teams of people