

Florentina Mihaela Patic

Phone: +447825198985

Email: mihaela.patic@outlook.com

Address: 30 Millshott Close, London,
SW6 6PG, United Kingdom

EDUCATION

University College of London

MSc Entrepreneurship

Expected mark: Distinction

University of Kent

BA(Hons) Business Studies and
International Development

Mark achieved: Distinction

VOLUNTEER EXPERIENCE

University College of London

Global Citizenship Programme Cause:

Social Entrepreneurship

Date: September 2019- present

Pride in London

Digital Product Manager

Cause: Human Rights, Social Action

EXPERIENCE

HARRI – January 2020 - present

PRODUCT MANAGER

Work closely with our Chief Product Officer to define, manage, and evolve the global product strategy for incorporating AI and Machine Learning into Harri technology to elevate the product offering and capabilities.

- Manage the complete product lifecycle from building requirements, functional specifications, wireframes, testing to managing the roll-out for the entire UK, and EMEA.
- Lead and develop from scratch Harri's first chatbot integrated within the platform using AI and Machine Learning to achieve 40-50 % automation in the recruitment process
- Conceptualize, implement and drive customer discovery sessions for the most important features or products within Harri platform resulting in a 25% increase in customer satisfaction and a 10% increase of product-market-fit
- Build and develop the product strategy for expanding to new verticals such as Care and Retail

HARRI – March 2020- present

PROGRAM MANAGER – HOSPITALITY UNITE

Due to Covid19, I am leading and managing one the biggest initiatives in the Hospitality industry, #HospitalityUnite, for re-deployment of the workforce to other industries such as Retail and Care.

Within a week from lock-down, together with a team of three people I have built a not-for-profit job board that has, up to date, helped over 3500 hospitality workers find temporary work.

The initiative has been supported by the leading hospitality organisation in the UK, UKHospitality and advertised on BBC and Sky News for the success it experienced in such a short time from launch and praised for helping the industries in need.

HARRI- September 2018 – January 2020

CUSTOMER SUCCESS MANAGER

- Maintained and grew the relationship and retention of a large number of Key Accounts worth around £1 million in annual reoccurring revenue (ARR)
- Promoted and upsold features and services of the platform bringing an additional £40000 ARR.
- Trained and adapted training material to Harri employees across EMEA resulting in a 30% increase of customer satisfaction when dealing with the Customer Support Team.
- Managed the largest Harri client, Radisson Hotel Group through working closely with the client and Harri product management team to ensure system integrations and product enhancements are delivered according to expectations.
- Project managed implementations and client relationships across 30 major clients (4000 entities) ensuring all key stakeholders are kept abreast of all new developments and product roadmap
- Advised and consulted clients on a regular basis in terms of Harri best practices and functionalities and provide tools to the accounts key stakeholders to incorporate the ATS as a key performer indicator for their hiring managers.

COURSES & CERTIFICATIONS

PRINCE 2 Certified

PRODUCT SCHOOL Candidate

7 Habits of Highly Effective People

Crucial Conversations

Train the Trainer- Coaching Course

Foundations of Leadership

Walking Tall- Personal Branding

SKILLS

Office 365 & Google Suite

Jira & Slack

Salesforce

Tableau

SQL

Mac & PC Literate

Agile Product Management

Journey Mapping

User Research

MARRIOTT INTL. January 2016 – September 2018

SYSTEM IMPLEMENTATIONS MANAGER- PROJECT MANAGER

- Managed and led a team of 40 members.
- Project managed the implementation and roll-out of a new scheduling and payroll system (Kronos) for 800 employees.
- Led and drove the worldwide Salesforce implementation and training for Marriott International.
- Directly managed and implement the modernization of the entire telecommunication systems for JW Marriott.
- Successfully delivered a new Guest Request Logging system and led the training for the operational head of departments.
- Managed the strategic business preparation to cater for the different peak periods throughout the year.
- Profit and Loss and budget management for 5 departments worth £50 million in revenue.
- Mentored and coached supervisors and junior managers towards achieving their goals which lead to career progression within six months of mentorship with a success rate of 80%.
- Chaired the 'Guest Experience' committee, formed by operational leaders, contributing to the increase of customer satisfaction by 5% YOY through improvements to deliver swift and efficient service.
- Managed, led, and achieved the highest goal set for yearly KPIs for Front of House team including but not limited to customer loyalty and incremental revenue.
- Reduced expenditure of the operational departments through cost containment of service supplies for stationery and customers by 10% YOY.

MARRIOTT INTL. November 2011 – January 2016

CLIENT EXPERIENCE MANAGER

- Revamped and established strategies towards meeting the client satisfaction targets by implementing Operational Excellence initiative which resulted in an increase of the Guest Satisfaction by 4 % YOY.
- Established procedures to standardise the Front Office processes to facilitate flawless customer service.
- Managed the payroll cost for the Front of House departments and ensured that they were not over budget.
- Produced and analyzed in collaboration with the Revenue team the weekly room occupancy forecast and fine-tuned the planning of the operations according to business demands.
- Led 1-2-1 and group monthly meetings to increase product knowledge and enrich customer service skills of the team.
- Designed new personalised starter packs and training plans that are tailored according to each individual learning style.