

Nataliia Dmytruk

Delivery Manager | Project Manager | Team Leader - Service Delivery

Wrocław, Poland; Open to remote (Poland / EU)

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PROFILE

Delivery and operations leader with 7 years in legal-tech services, 4 of them leading teams of up to 20 analysts across Poland and the Philippines on multi-workstream delivery for an enterprise client. Met the 98% SLA accuracy requirement on deliverables through a corporate acquisition, an offshore transition and an AI rollout. Redesigned a stalled deliverables workflow and lifted monthly output to 2.5x the team's 12-month average, at unchanged team size. Cut a week-long QC cycle to 2 days by designing the automation logic with AI, Excel macros and Power Automate. PRINCE2 Foundation (97%), Six Sigma Yellow Belt, Scrum Fundamentals, Postgraduate Diploma in Project Management.

LANGUAGES

English - full professional; Polish - full professional; Ukrainian - native

AREAS OF EXPERTISE

Multi-workstream delivery · Service delivery & SLA compliance · RAG reporting · Risk, issue and decision logs (RAID-equivalent) · Dependency and scope-change management · Offshore transition and knowledge transfer · Stakeholder and client relationship management · Escalation management · Quality assurance, calibration and remediation · Root cause analysis · Continuous improvement · AI-assisted process automation · Resource allocation and prioritisation · Team leadership and coaching · Onboarding and training design · SOP and documentation ownership · Data-security compliance · Waterfall, Agile, Scrum

PROFESSIONAL EXPERIENCE

LexisNexis (Knowable) - Wrocław, Poland

Legal-tech and contract-data services. Enterprise client engagement under NDA.

Team Leader, Project Management (Associate) | Sep 2022 - Jul 2026

Scope: 3 concurrent delivery workstreams · up to 20 analysts across 2 sites (Poland, Philippines) · 10-person BAU team + 10-person backlog team

- **Delivery ownership:** managed three concurrent workstreams to scope and schedule - resource allocation, prioritisation and dependency tracking - meeting the 98% SLA accuracy requirement on deliverables through three overlapping changes: an acquisition, an offshore transition and an AI rollout.
- **Post-merger integration:** led 20 analysts through the LexisNexis acquisition of Knowable: systems migration, goal and target realignment, workshops and adoption support, delivered with no interruption to client service.
- **Transition and change management:** owned knowledge transfer and onboarding of a new 10-person offshore team in the Philippines and supported the project manager on workstream handover and risk mitigation; full service continuity maintained through cutover.
- **Process improvement:** traced a months-long decline in deliverables to how work was being batched, then redesigned document flow and workload prioritisation. Monthly delivered volume reached 2.5x the team's 12-month average - the highest single month in that period, at unchanged team size.
- **AI and process automation:** designed an end-to-end QC automation (logical conditions, Excel scripts and macros) using Claude, cutting a full quality check from one week to 2 days and moving analysts from manual review to validating automated output.
- **Workflow automation:** turned a weekly recurring task into a one-click process with automatic delivery of outputs to the recipient and scheduled two-weekly deletion of input and output data - fully compliant with data-security procedures and requiring zero manual maintenance. Built Power Automate notifications for two teams on new client data uploads (what was added, when and by whom), removing manual monitoring of client activity.
- **Quality assurance:** led monthly quality checks, peer review, calibration and remediation processes; ran company-wide training on quality control.

- **Reporting and governance:** maintained RAG status reporting, SOPs and RAID-equivalent tracking - risks, issues, decision, clarification and lessons-learned logs; built and presented status decks covering workstream progress, actuals, open items and proposed changes, moving from a weekly to a monthly cadence as the engagement matured.
- **Stakeholder and scope management:** primary point of contact for the client; ran status calls, negotiated and documented scope changes with the client and our internal tech team, and owned the client-facing decision log.
- **Escalation and root cause analysis:** identified a systemic publishing failure affecting completed deliverables, evidenced the pattern and raised it through the ticketing route to the tech team; supplied the logged prior decision that pinpointed the client-side conflict, and coordinated a same-day resolution rather than waiting for the next scheduled call.
- **Team leadership:** led a 10-person BAU team and a 10-person backlog team - task prioritisation, capacity planning and individual development through regular 1:1s; produced training materials, instructions and updated procedures for a new review tool.

Senior Contract Analyst | Aug 2021 - Sep 2022

- Reviewed credit agreements and commitment letters; quality-checked deliverables before client release.
- Built training materials in WorkRamp and ran training sessions for the project team.
- Supported client communication, joined client calls and produced meeting minutes; maintained the decision and clarification logs and prepared status reports for stakeholders.

Contract Analyst | Oct 2019 - Aug 2021

- Reviewed agreements across US and Canadian jurisdictions against defined data models, ensuring compliance with project guidelines; conducted first-line quality checks.

CERTIFICATIONS

- PRINCE2 Foundation - 97% (Nov 2024)
- Six Sigma Yellow Belt - (Aug 2026)
- Scrum Fundamentals Certified (Apr 2024)
- Project Management & Agile Methodologies (Jun 2026)
- Jira and Confluence - course completion (Aug 2026)
- Airtable Builder Certification; Airtable Admin Certification (Jul 2026)

EDUCATION

- Postgraduate Diploma in Project Management - Wrocław University of Economics and Business (2023-2024)
- Master's Degree, International Relations - Maria Curie-Skłodowska University, Lublin (2016-2018)
- Bachelor's Degree, English Philology - National University of Ostroh Academy (2012-2016)

TOOLS & TECHNICAL SKILLS

- **Project delivery:** Jira; Confluence; RAG reporting, SOPs, decision log and lessons learned
- **Automation & AI:** Power Automate; Excel macros and advanced formulas; Claude; Microsoft 365 Copilot
- **Data & platforms:** Excel, Google Sheets, Airtable (Builder & Admin certified), Relativity, WorkRamp, Amazon Quick Suite, Market Standards Database, MS Office Suite
- **Methodologies:** Waterfall, Agile, Scrum, Six Sigma (Yellow Belt), PRINCE2