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Kyiv, Ukraine

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Experience

IT Project Manager, DB2, freelance position (May, 2017 – Present)

- Created 12-person multi-language (BR, IT, DE, FR, ES, EN) freelance support team from scratch; integrated and set up the helpdesk software which helps effectively maintain 400+ tickets/day
- Creating and A/B testing of product landing pages
- Project documentation, task management (functionality, use cases, GitHub wiki)
- Creating and maintaining processes (employee onboarding, payment freelance employees, etc.)
- Supplier research/negotiations/payment; fully in charge of new product setup/release process
- Planning, task management, collaboration with graphics/motion designers, marketing specialists, support, etc.

Community and Tech Support team leader, [Plarium](#), Kiev (April, 2017 – Present)

- Lead the community management direction (SMM, push-notification campaigns, setting up in-game events, creating landing pages, etc.), management of the technical support department for the Kiev studio games (2 persons)
- Integrated new in-app mobile help desk that helps the Community department team to effectively handle requests from 500,000+ MAU
- Concurrently work on two game projects (FruitLand, Rio: Match 3 Party)

Community manager, [Gameloft](#), Lviv (May, 2016 – April, 2017)

- Lead the team of 4 tech support specialists and moderators
- Monthly content planning, task management, weekly reporting to the HQ (France).
- Concurrently work on two world-class mobile gaming projects (Spider-Man Unlimited, World at Arms). The Spider-Man Unlimited game has over 15 million downloads (iOS & Android), 400,000+ daily active users, and gains over \$2 million per year by in-app purchases. The World at Arms game gains over \$4 million annually (iOS, Android, Windows, and Amazon).
- Provided creative/marketing solutions, such as social media marketing, for Spider-Man Unlimited game, which led to the organic acquisition of 151,021 unique users, which is a 21.64% increase compared to the previous year, the reach of the official Facebook page has raised by 59.42%, the engagement rate by 22.67%.
- Constant collaboration with the licensor of the game – Marvel Entertainment (USA). Approval of the assets, texts, legal requirements, negotiation regarding the content/features of Spider-Man Unlimited game updates.

Education

Kyiv National University of Taras Shevchenko, Kyiv (2010-2015)

- Master of Political Science, Military tactical level operations strategist

International experience

FLEX finalist (USA, 2009-2010) – 1 year of living and studying in the USA.

Spoken Languages

- Fluent English, Ukrainian and Russian