

# CURRICULUM VITAE



1. **Family name:** TROFYMOVA, CMC, PHD
2. **First names:** Olga K.
3. **Date of birth:** 22 July 1975
4. **Nationality:** Ukrainian
5. **Civil status:** Married
6. **Education:**

<i>Institution (Date: from - Date to)</i>	<i>Degree(s) or Diploma(s) obtained</i>
TUV SUD (2017, February, April)	New requirements for automotive management systems IATF 16949:2016 and ISO 9001:2015. 1 <sup>st</sup> and 2 <sup>nd</sup> parties auditor
Intertek (2012, April)	ISO 22000, FSSC 22000 Lead auditor
WIFI International, Quality Austria, Magna Steyr (2008-2009, 4 Modules)	MS Production System, Automotive Core Tools
Vienna University of Economics and Business Administration, Vienna, Austria (2007, March – June)	Ernst Mach Research Program, Quality management - PLS modelling
Moody International/ Intertek (2007, May)	1 <sup>st</sup> and 2 <sup>nd</sup> parties auditor for automotive industry according to ISO/TS 16949
Moody International/ Intertek (2006, November)	Lead Auditor for ISO 9001
Vienna University of Economics and Business Administration, Vienna, Austria (2004, March – June)	Ernst Mach Research Program, Cross-cultural management
CEUME, Leaders of the Future in MBA Program (2003 – 2005)	Interactive Pedagogy, Operation Management
Vienna University of Economics and Business Administration, Vienna, Austria (2002, July)	Organisational Behaviour
National Technical University, Kharkov, Ukraine (1998-2002)	PhD in Industrial Economics Theme: Methods for Providing Effective Consulting Activity at Industrial Enterprises
National Aerospace University, Kharkov, Ukraine (1992-1998)	M.Sc. in Industrial Economics and Management with Distinction

**7. Language skills:** Indicate competence on a scale of 1 to 5 (1 - excellent; 5 - basic)

<i>Language</i>	<i>Reading</i>	<i>Speaking</i>	<i>Writing</i>
Ukrainian	1	1	1
Russian	1	1	1
English	1	1	1
German	5	5	5

**8. Membership of professional bodies:** Ukrainian Society for Quality

IMC-Ukraine, CMC assessor of CMC Global Institute  
International Innovative Training Network

**9. Other skills:** (e.g. Computer literacy, etc.) Computer advanced user (incl., Ms Visio, Ms Project)

**10. Present position:** Partner, Quality Centre, Kharkov, Ukraine

**11. Years within the firm:** 15

**12. Key qualifications:** (Relevant to the project) Quality management, consultancy on quality infrastructure for Ukrainian enterprises

**13. Specific experience in the region:**

<i>Country</i>	<i>Date from - Date to</i>	<i>Country</i>	<i>Date from - Date to</i>

**14. Professional experience:**

Date from Date to	Location	Company & reference person	Position	Description
Since 1998	Kharkov, Ukraine	Quality Centre i@qcentre.com.ua	Director	<p>Implementation of integrated management systems including Lean Management, Balanced Scorecards, Business Processes and Quality management systems (ISO 22000, FSSC, HACCP, IATF 16949, AS 9100, IRIS, ISO 9001, ISO 50001, ISO 14000 and OHSAS 18000). About <b>40</b> implemented quality management systems.</p> <p>Regular training providing on the following topics:</p> <ul style="list-style-type: none"> <li>- Marketing and Market analysis</li> <li>- Quality standards training and implementation (companies such as Arti, Gelios, AutoKRAZ, WheelsPlant KRKZ, Bearing plant HARP, GPZ (Russia), Sisecam (Russia), KAINAR (Kazakhstan), VD MAIS, etc).</li> <li>- Evaluation and diagnostics of management systems</li> <li>- Quality management, audit of QMS (accredited auditor of Intertek, DEKRA and TUV SUD)</li> <li>- Lean Management, 6 Sigma (accredited trainer of WIFI Austria)</li> <li>- Business processes</li> <li>- Balanced Scorecards</li> </ul> <p>From 2010 accredited consulting company by EBRD BAS program. Providing management consulting services for SME on quality management, organizational structure optimisation, business-processes optimisation, BSC implementation, personal trainings, marketing and business development.</p> <p>Lead auditor of ISO 9001:2015 at DEKRA company.</p>
1998 - 2018	Kharkov, Ukraine	National Aerospace University, Chair of Finance	Lecturer, Associated Professor	<p>Lecturer, Associated professor for the following subjects: Marketing, Risk Management, Financial risk management, curator for diploma works.</p> <p>Project manager in <b>TEMPUS (TACIS 2004 University Management)</b> project “University-Industry Centers: Model for Cooperation” (September 2005-September 2007) for methodology of Curriculum Assessment, Improvement and Adaptation Centre. Assessment of courses and curricula. Grantholder – Vienna University of Economic and Business Administration.</p> <p>Developed the course for students on Economics of quality and Management consulting Market and Financial Market.</p> <p>Intensive science research activities. Defended the dissertation work “Methods for Providing Effective Consulting Activity at Industrial Enterprises”. Results of the research were implemented at two associations of consultants and 5 aviation enterprises.</p> <p>University Award “Young researcher – 2002”</p>

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May-June 2017	Pristina, Kosovo	CARE International Kosovo Faton Krasniqi Faton.Krasniqi@care.org	Evaluator of the proposals	As Evaluator of the proposals for the second call for applications at the project "Rural Economic Sustainability Initiative" donated by Austrian Development Agency, the following tasks were fulfilled: <ul style="list-style-type: none"> <li>- Evaluation of 59 applications for grants;</li> <li>- Field visits of 10 food processing companies (incl., frozen vegetables and fruits EuroFruti), who applied for Expansion and creation of capacities for agri-food and processing enterprises, storage and marketing of agricultural products, as well as promoting agricultural value chain in the Municipality of Prishtine/Pristina</li> <li>- Field visits of 33 farmers, who applied for Grants for improvement, growth, or diversification of agricultural primary production</li> <li>- Selection of 29 applicants for the grant</li> <li>- Evaluation and Final report development</li> </ul> The "reserve" list of 6 applicants was proposed to relocate funds.
January – May 2017	Kishinev, Moldova	CPM Consulting Christian Putzer <a href="mailto:chris@mgmt-consulting.co.at">chris@mgmt-consulting.co.at</a> , Christian Gessl christian@gessls.net	Trainer, Coach	As Trainer at the United Nations Development Program "Support to Confidence Building Measures", prepared training materials and provided trainings for 25 participants (incl., consultants for frozen vegetables and fruits) on the following topics: <ul style="list-style-type: none"> <li>• Developing general skills to provide business consultancy services</li> <li>• Approach to planning, implementing, monitoring, and improving Consultancy</li> <li>• Approach to Change Management and Coaching</li> <li>• Requirements of the reference international standards</li> <li>• Advanced Consultancy Skills</li> </ul> As Coach provided the coaching for 10 participants via skype, conference call, in a written form or by meeting the participant personally to fulfil all requirements and prepare documents and presentation for CMC certification. Supported of the participants to enter CMC Global Institute and to go through certification procedure.
February 2013 – November 2015	Kharkov, Ukraine	Bradford University Contact person Christos Kalantaridis C.Kalantaridis@bradford.ac.uk	External Evaluator	As External Evaluator at TEMPUS IV Project "Innovation Laboratories: using an open innovation learning platform & action research in enterprise education in order to enhance the engagement & innovative capabilities of Universities in Post-Socialist Societies" made evaluation of the conformance of the actual outcomes and outputs to the Project objectives and deliverables designed at the Project Proposal
August – October 2013	Kiev, Ukraine	European Profiles Contact person Stefanos Ioakamidis stefanos@europeanprofiles.gr	STE	As STE at the project "Complementary measures to the sector policy support programme "Promoting mutual trade by removing technical barriers to trade between Ukraine and the European Union", EuropeAid/130198/C/SER/UA, developed a training needs analysis, prepared of training materials and delivered of 2 training sessions for the Task Force for Market Surveillance on Quality Management and Control of Documents
January-April 2012	Kiev, Ukraine	EPRD Contact person Marek Podgorski m.podgorski@eprd.pl	Analyst	As analyst at EU FWC project Identification and Formulation of the Project/Programme "Small and Medium Enterprise Sector in Ukraine – Eliminating barriers for growth" participated in SME sector assessment and formulation of the strategy development program of the EU assistance to SME development in Ukraine.

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October 2011 – February 2012	Croatia	PEM Contact person David Wood dbaxterw@yahoo.co.uk	STE	As STE at EU project “Capacity Building of Business Service Professionals and Business Support” provided 4 trainings on Innovative quality issues. Course 1 includes the topics related to Balanced scorecards and Business processes management. Course 2 includes the topics related to Lean management and 6 Sigma.
February 2010 – July 2011	Kiev, Ukraine	European Profiles Contact person Yiannis Zervas yiazzer@yahoo.co.uk	STE	As STE at EU-TACIS project “Support to knowledge based and innovative enterprises and technology transfer to business in Ukraine” responsible for Review and assess the domestic experience regarding the available managers training schemes and Building the required train-the-trainers basis, ie marketing research, establishment and support 10 training centres for innovative managers of SME. Development of 8 training materials (incl. 4 quality related topics)
January 2010	Kiev, Ukraine	European Profiles Contact person Gudrun Rumpf gudrun.rumpf@intraoft-intl.com	STE	As STE at EU-TACIS project “Enhance Innovation Strategies, Policies and Regulation in Ukraine” fulfilled Training Needs Analysis public servants responsible for development and implementation of state innovation policy.
September 2009 – December 2010	Kiev, Ukraine	European Profiles Contact person Stefanos Ioakamidis stefanos@europeanprofiles.gr	STE	As STE at EU-TACIS project “Technical assistance to Ukrainian Quality Infrastructure” (2009-2010) responsible for project activities “Strengthening Education in Ukrainian Quality Infrastructure” and “Increasing Awareness of Business Community”. The following outcomes were given: <ul style="list-style-type: none"> <li>• Report – Assessment of Current Situation – Training in Quality Infrastructure (incl. training centre at UkrNDNC)</li> <li>• Support for the training program on New approach development and providing</li> <li>• Report on Assessment of the current situation on Information activities in Ukraine</li> <li>• Market survey of needs for information services in Quality infrastructure</li> <li>• Survey on functions and activities of 28 DSSU regional centres as to their activities on standardisation, certification, state control, testing and metrology</li> </ul>
March 2009	Kiev, Ukraine	Swiss Contact Contact person Andreas Ragaz ragaz@finance-contact.ch	Senior Expert	As Senior Expert at SwissContact project “Banking Training Ukraine” quality assessment and evaluation of training methods and methodology of Ukrainian Academy of Banking and Kirovograd Institute of Commerce. Financial specialties of two High Educational Institutes were assessed and recommendations were given.

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July 2007 – August 2009	Kiev, Ukraine	WYG Contact Person Ken Nachbar: knachbar@venture.ua	Senior Expert	As Senior Consultant at EU-TACIS project “Support to the Development of Business Capacity of Ukrainian SMEs – International Dimension” (2007-2009) responsible for project activities at Kharkiv region: <ul style="list-style-type: none"> <li>- Marketing research on Machinery and equipment in Ukraine including financial analysis</li> <li>- 26 enterprises in region selection</li> <li>- Training Needs Analysis for consultancy skills improvement</li> <li>- 24 presentations and investment profiles development</li> <li>- 16 export plans development</li> <li>- 12 recommendations on efficiency improvement for machinery enterprises development</li> <li>- Study-tour to Hannover Messe supporting</li> </ul>
October 2006 – June 2007	Kiev, Ukraine	GFA Contact person David Wood <wood@euromed.be>	Senior Expert	As Senior Consultant at EU-Tacis project “Ukraine: SME Support Services in Priority Regions” (2006-2007) undertook the following consultancy assignments: <ul style="list-style-type: none"> <li>- development of a Survey of the SME Wants’ and Need’s in Chernihiv, Zhytomyr and Rivne Regions</li> <li>- development a Survey on the State of Play of Ukrainian Consultancy</li> <li>- development of a Directory of chargeable BDS services based on the main findings of the two afore mentioned Surveys</li> <li>- development of a Directory of Adult Business Training and Learning Institutions</li> <li>- providing trainings on Quality Management for enterprises in regions</li> <li>- participation in study-tours to Hamburg (training for trainers and consultants provided by GFA) and Brussels (visiting FEACO and European Charter for SME with SCURPE)</li> <li>- participation in training programs for management-consultants</li> </ul>
May 2006 – October 2007	Kiev, Ukraine	DFID Contact Person Ken Nachbar: knachbar@venture.ua	Senior Expert	As Senior Consultant at DFID project “Private sector development” for SME (2006-2007) performed the following tasks: <ul style="list-style-type: none"> <li>- selection of consultants to be Benchmarking Facilitators</li> <li>- selection of enterprises for the Equipment/Machine Building Cluster</li> <li>- organization of trainings and conferences and coordination of cluster activities in the region</li> <li>- completion of 20 Benchmarking procedures including financial analysis</li> <li>- providing training on Quality management (ISO 9001)</li> </ul>
July 2005 – June 2006	Kiev, Ukraine	Scanagri Contact person Maximilian Foedinger foedin@gmail.com	STE	As local expert and regional coordinator at EU-TACIS Project “Improvement of Logistic Services and Marketing Channels for SMEs in Agriculture” (2005-2006) undertook the following tasks: <ul style="list-style-type: none"> <li>- Regional Sector analysis including financial analysis</li> <li>- Establishment the project activities in Kharkiv region</li> <li>- Organizing all regional conferences and trainings</li> <li>- Selecting enterprises for supply chain development for vegetables and fruits</li> <li>- Diagnostic analysis of selected enterprises</li> <li>- Supply chain establishment and supporting</li> <li>- Quality Management consulting and trainings</li> </ul>

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August 2003 – August 2004	Kiev, Ukraine	Bearing Point Contact person Maximilian Foedinger foedin@gmail.com	Lead consultant	Lead consultant for Tandem Plus at EU-TACIS project “Enterprise Restructuring Facility” for SME (2003-2004) implemented by Bearing Point: <ul style="list-style-type: none"> <li>- diagnostic analysis including financial analysis</li> <li>- preparation to the international fair</li> <li>- quality management system implementation (ISO 9001), business- processing</li> <li>- training on Quality management and marketing</li> </ul>
October 2005	Stockholm, Sweden	Arbetsmiljoforum	Intern (Nordpraktik program)	Preparation the pilot project for Investors in People Standard establishment in Ukraine: <ul style="list-style-type: none"> <li>- Preparation the speech in International conference about management consulting market in Ukraine and opportunities for IIP Standard</li> <li>- Comparative analyses of IIP establishment in Sweden and Ukraine</li> <li>- Analysis of the potential partners opportunities</li> <li>- Participating in preparations for Quality Manager certification audit</li> </ul>
March 2004 – October 2005	Kharkov, Ukraine	KPMG – Ukrainian Centre for Enterprise Restructuring (PSD Loan)	Team Leader	Preparation for <b>Private Sector Development project for SME</b> funded by World Bank. <ul style="list-style-type: none"> <li>- Selection of enterprises</li> <li>- Selection of consultants</li> <li>- Administrative preparations for the Project</li> </ul> During implementation phase was a Team leader for the group of consultants at Tornado Ltd. (Private Sector Development project funded by <b>World Bank</b> ) <ul style="list-style-type: none"> <li>- Deep diagnostic of the enterprise including financial analysis</li> <li>- Strategy development (strategic alternatives forecasting)</li> <li>- Marketing plan development</li> <li>- Organisational structure and business-processes optimisation</li> </ul>
September 2003	Utrecht, the Netherlands	European Rail Research Institute	Intern (Dynamic Business Management programme)	<ul style="list-style-type: none"> <li>- analysis of potential Ukrainian market for Galileo Navigation Satellite System (especially for aviation industry)</li> <li>- management of international projects</li> <li>- process approach of research organization</li> </ul>
October 2002 – December 2002	Spain	Parc Tecnologic del Valles , DFC (Barcelona) Corporate Solutions (Madrid)	Intern (Managers Training Programme MTP)	<ul style="list-style-type: none"> <li>- analysis of management consulting market in Spain and Europe</li> <li>- comparative analyses of management consulting market in Europe and Russia/Ukraine</li> <li>- analysis of the potential partners opportunities</li> <li>- participating in writing proposals for international projects</li> </ul>
Since 1998	Kharkov, Ukraine	National Aerospace University, Chair of Finance	Associated Professor	Project manager in <b>TEMPUS (TACIS 2004 University Management)</b> project “University-Industry Centers: Model for Cooperation” (Since September 2005) for methodology of Curriculum Assessment, Improvement and Adaptation Centre. Assessment of courses and curricula. Grantholder – Vienna University of Economic and Business Administration. Developed the course for students on Economics of quality and Management consulting Market and Financial Market. Intensive science research activities. Defended the dissertation work “Methods for Providing Effective Consulting Activity at Industrial Enterprises”. Results of the research were implemented at two associations of consultants and 5 aviation enterprises. University Award “Young researcher – 2002”

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1997	Kharkov, Ukraine	Regional Business Supporting Centre	Consultant-Intern	Consulting for small and medium enterprises on business strategy, business planning and fundraising. Consulting in KfW credit line for small business.
1994- 1998	Kharkov, Ukraine	Role Play Activity Center "Ludus"	Director	Managed and developed consulting activities. Managed International projects. Partnership with Counterpart Foundation. Training programs for NGO's managers. Strategy management. Worked in projects for private business schools in development, business and linguistic trainings. Organised International workshops and seminars for trainers in role play activity methodology.

**15. Other relevant information (e.g., publications):**

Publications:

Published about 20 articles in Ukrainian and Russian magazines on management consulting, efficiency of consulting services, financial analyses, organisational behaviour, quality management (Office; Manager and Management; Standardisation, Certification and Quality; Corporate Management; Business Consulting group, etc.). On web-page of the Ukrainian Association of Management-Consultants the author conducts the rubric "MC-methodology" [www.uamc.com.ua](http://www.uamc.com.ua). On web-pages of CIS 15 articles are published [www.bcg.ru](http://www.bcg.ru), [www.cfin.ru](http://www.cfin.ru), [www.devbusiness.ru](http://www.devbusiness.ru), [www.management.com.ua](http://www.management.com.ua), [www.klubok.net](http://www.klubok.net)