



# MARTA ROGALINSKA

## PROFILE

Dedicated and enthusiastic Program Manager with 15+ years of experience in the technology environment. I've progressed from a Customer Support role, through Technical Support onto Program Manager role where I successfully combine the skills acquired in all my previous experiences to coordinate various projects between teams.

Key strengths:

- excellent communication and documentation skills
- thorough analytical approach and excellent investigation / problem solving skills
- technical aptitude (general ease around technology and active usage of multiple internal applications)
- customer-oriented and agile mindset
- fostering a positive team spirit thanks to great interpersonal skills
- well organized, ability to manage multiple projects in challenging situations

## EXPERIENCE

### PROGRAM MANAGER

2021 - 2024

### PROGRAM MANAGER

Traveldoo, Expedia Group

- Managing various team and cross-team technical projects and initiatives
- Driving and implementing new processes to improve workflows between teams
- Participating in external audits relating to compliance certificates
- Participating in Expedia Group programs and initiatives

2019 - 2020

### TECHNICAL SUPPORT SPECIALIST

Traveldoo, Expedia Group

- Liaison between Customer Support Team and the Developer Teams
- Initial bug analysis, incident monitoring and first response, identifying the right team to redirect issues to.
- Helping prioritize bugs and initiating process changes to improve collaboration between teams

2010 - 2018

### CUSTOMER SUPPORT SPECIALIST

Traveldoo, Expedia Group

- Providing daily assistance to client's questions/issues/technical incidents
- Advising clients on the configuration of the Traveldoo solutions
- Liaising with Traveldoo development and project teams
- Maintaining a successful and efficient relationships with clients
- Providing trainings on Traveldoo solutions (virtual + on-site)

2007 - 2009

### DEPUTY CUSTOMER SERVICE MANAGER

CarlsonWagonlitTravel

- Dealing with customers' complaints regarding various aspects of the service provided by CWT and the vendors involved;
- Providing navigational support for the self-booking tool and other CWT products via email/telephone to 3 large multinational clients
- Close contact with suppliers of the self booking tools used by CWT's clients (KDS, GETThere) as well as GDS providers and vendors (airlines, hotels, car rental companies);
- Taking over managerial tasks (preparing reports, presenting reports during conference calls with Clients, team members' assessment).

2004-2006

### BUSINESS TRAVEL CONSULTANT

CarlsonWagonlitTravel

- Arranging travel (air, hotel, car) for corporate employees, using Turbo Sabre application.
- Providing best travel solutions with accordance to the travel policy
- Providing 1-st level support in navigation for the clients using the self-booking tool (KDS, KDS Live Agent Help).

## EDUCATION

1997 - 2002

English Studies, 5 years

University of Warsaw

## CONTACT

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### EMAIL

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### WEBSITE

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<https://www.martarogalinska.com/>

### ADDRESSE

Paris

## SKILLS

PROGRAM & PROJECT MANAGEMENT

COMMUNICATION

ANALYTICAL SKILLS

CROSS-FUNCTIONAL COORDINATION

RISK MANAGEMENT

GOOD ORGANIZATION

## TOOLS

Jira (administration, workflows and automations)  
Confluence  
Microsoft Office  
Slack , Zendesk, Kibana (Elastic),  
SQL/Intellij/DataGrip, GitHub, Jenkins,  
PagerDuty, Matomo, Tableau

## LANGUAGES

ENGLISH: FLUENT

FRENCH: FLUENT

POLISH: NATIVE

## INTERESTS

photography,  
cycling,  
football,  
inclusion & diversity