

Joseff Kitchen

Project Manager



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OBJECTIVE

Highly motivated and experienced Project Manager with expertise in Scrum methodology and agile best practices. Adept at collaborating with stakeholders, maintaining project plans and schedules, and ensuring timely project completion. Demonstrated experience as a Scrum Master and Quality Assurance professional, with a strong attention to detail and ability to identify and resolve issues. Proven success in planning and executing successful technology events and providing exceptional customer service.

EDUCATION

September 2008 – May 2011

London Metropolitan University,
London - UK

International Hospitality &
Tourism Management

CERTIFICATES

August 2022

AXELOS Global Best Practice

PRINCE2® Foundation Certification
Training

April 2020 – October 2020

Teamtreehouse.com

Front End Web Development
Tech Degree

KEY SKILLS

- Agile methodologies (Scrum, Kanban)
- Project management tools (ClickUp)
- Client relationship management
- Time management and organisation
- Problem-solving and critical thinking

EXPERIENCE

September 2022 – Present

Project Manager | Freelance | Clients

Glow in the Dark [www.glowinthedark.agency]

Ghost Concept [www.ghostconcept.com]

DataCose [www.datacose.com]

Piovis [www.piovis.com]

- Provided prompt response to client inquiries and presented clear, concise, and visually appealing presentation materials for meetings
- Gathered and understood client requirements to ensure their needs were met
- Maintained and monitored project plans, schedules, and progress to ensure timely project completion
- Participated in stakeholder meetings to provide updates and gather feedback
- Ensured adherence to Scrum framework and proper documentation maintenance
- Documented key actions and followed up to ensure completion in a timely manner.
- Assessed change requests and determined impact on project timelines and budgets.
- Undertook project tasks to support project teams and ensure successful project delivery.

June 2021 – August 2022

Scrum Master | GameStake

- Facilitated daily stand-ups, sprint planning, retrospectives, and demos for a team of 6 developers, designers, and QA analysts
- Actively coached the team in Scrum and agile best practices, including task estimation, user story writing, and backlog refinement.
- Collaborated with the product owner to prioritize and refine the product backlog, ensuring alignment with business goals

- Worked with the development team to identify and remove impediments, fostering a culture of continuous improvement.
- Assisted the team in identifying and leveraging metrics to measure progress and identify areas for improvement

December 2020 – June 2021

Quality Assurance | GameStake

- Designed and executed comprehensive test plans to ensure the functionality and quality of new features.
- Identified and reported bugs, collaborating with developers to ensure timely resolution.
- Offered valuable suggestions to enhance different systems and software, resulting in improved user experience.
- Demonstrated strong attention to detail and the ability to test and verify applications against specifications.

October 2019 – March 2020

Conference and Events Manager | Voco Dubai

- Actively pursued new sales opportunities by handling client inquiries, determining rates, preparing proposals, and negotiating contracts.
- Developed strong relationships with clients and qualified leads to establish new sales prospects.
- Expertly coordinated the planning and execution of meetings, events, and group bookings, ensuring seamless execution and exceptional guest experiences.
- Created and maintained comprehensive event reports to facilitate communication with the hotel and cross-functional departments.

March 2017 – July 2019

Frontier Events Coordinator | PwC – London UK

- Successfully planned and executed innovative digital events exceeding client expectations.
- Maintained strong client and vendor relationships to ensure seamless event execution
- Boosted space visibility through organized tours and increased bookings/revenue
- Documented event reports and evaluations to inform future improvements.

October 2014 – February 2017

Customer Service Advisor | British Gas

- Demonstrated exceptional communication skills and the ability to understand and meet customer needs.
- Effectively managed a high volume of work in a fast-paced, target-driven environment.
- Contributed to the development and implementation of a new customer service approach, resulting in improved direct debits for the company.
- Provided guidance and mentorship to new advisors, helping them to handle challenging calls and improve their skills.