

ANDREJ GLAVNIK

TECHNICAL PROJECT MANAGER | PRODUCT OWNER

andrejglavnik.github.io • andrejglavnik1@gmail.com • linkedin.com/in/andrejglavnik • +381 603456146

SUMMARY

Technical project and product operations professional with 4+ years across project coordination, product ownership, technical support, networking, customer success and analytics delivery.

I bridge business needs and technical execution, turning unclear requirements, support issues, product gaps and reporting problems into structured workstreams, clear documentation and measurable follow-through.

WORK EXPERIENCE

Lead Data Analytics Product Owner

Danone, Remote | April 2026 – Present

- Own product direction and backlog for analytics and AI-enabled reporting capabilities, defining user needs, priorities, acceptance criteria and success measures.
- Translate stakeholder problems into product requirements across dashboard experiences, KPI logic, data quality workflows and reporting enablement.
- Coordinate discovery, prioritization, release readiness, QA validation and adoption feedback to make analytics products usable and business-relevant.

Lead Data Analytics Project Manager

Danone, Remote | Dec 2025 – Apr 2026

- Managed cross-functional analytics and reporting delivery, including timelines, owners, blockers, stakeholder communication and vendor coordination.
- Translated business needs into technical requirements across GA4, BigQuery, Datorama, GTM, S3/CSV/XLS ingestion and dashboard delivery workflows.
- Drove issue framing, documentation, QA and follow-up for tracking discrepancies, dashboard usability problems and reporting improvements.

L2 Analytics Support Specialist

Databox, Remote | Mar 2025 – Oct 2025

- Delivered advanced technical support for BI customers across data synchronization, connector stability, custom metrics, SQL/database topics, API issues and dashboard troubleshooting.
- Prepared clear escalations, reproduced issues, validated data behavior and supported internal knowledge-base and support-process improvements.
- Worked closely with product, technical support and customer-facing teams to resolve issues and improve customer experience.

Business Development Specialist

Databox, Remote | Apr 2024 – Mar 2025

- Supported onboarding, discovery conversations, lead qualification, product education and hand-offs between customer needs and internal teams.
- Used technical product knowledge to help prospects and users understand data source setup, dashboard value and next steps toward activation.
- Collaborated with Sales, Customer Success and Support teams to improve customer conversations and product adoption.

Senior Networking Support Specialist

Walmart, Hybrid | May 2023 – Apr 2024

- Supported network infrastructure, POS systems, enterprise hardware, printers, scanners, registers and operational troubleshooting across retail and corporate environments.
- Handled diagnosis, dispatching, repair support, ticket updates and coordination to reduce operational downtime and maintain service continuity.

EDUCATION

ITS - Higher Education Institution for Information Technologies

Bachelor of Applied Studies in Digital Business, 2023 - Present

ITAcademy by LINKgroup

Certified QA Engineer and Software Testing Specialist, Oct 2024 – Dec 2025

ITAcademy by LINKgroup

Certified Network and System Administration, Aug 2023 – Oct 2024

KEY SKILLS

- Project Management
- Product Ownership
- Stakeholder Management
- Technical Support
- Process Improvement
- Requirements Clarification
- Documentation
- Customer Success
- Networking
- Data Quality
- Dashboard Governance
- Vendor Coordination

TOOLS & PLATFORMS

- Asana, Jira, Confluence, ServiceNow, Citrix, Cisco Jabber, Zoiper, NCR CRM
- GA4, GTM, BigQuery, Meta Business Suite, Play Console / App Store Connect Analytics, Adobe AEM Cloud
- Datorama / Salesforce MCI
- Looker Studio, Excel, Sheets
- SQL, Python, Python Pandas, Linux
- AWS S3, CSV/XLS ingestion, APIs, Postman, Wget, Curl
- HubSpot, Slack, Intercom, Zoom
- GitHub and DevOps workflows

PROFESSIONAL PROOF

- Formal recommendation letter from Director of Support at Databox based on direct management experience.
- 13 LinkedIn recommendations from managers, colleagues, leadership and collaborators.

Additional information, referrals and project examples are available on my website.

CERTIFICATES

- Certified QA Engineer and Software Tester, ITAcademy by LINKgroup, 2025
- Certified Computer Network Administrator, ITAcademy by LINKgroup, 2024
- Cisco Certified Network Associate Routing and Switching, ITAcademy by LINKgroup
- Certified Linux Administrator, ITAcademy by LINKgroup
- ISO/IEC 27001 Information Security Associate, SkillFront
- Scrum Foundation Professional Certification, CertiProf
- Generative AI Fundamentals, Databricks
- CompTIA Network+, ITAcademy by LINKgroup
- Career Essentials in Cybersecurity, Microsoft
- Career Essentials in GitHub Professional Certificate, GitHub