

Pedro Cohen

Project Manager | Operations, Process Improvement & AI Products

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PROFILE

Project Manager with 5+ years in regulated financial services, delivering process improvements, operational dashboards and cross-functional projects. Led service-desk initiatives that improved first-contact resolution by ~25%, reduced escalations by ~15% and cut average project delivery time by ~20%, coordinating 15+ stakeholders across Customer Service, Product and Engineering. Uses AI tools (Claude, Windsurf) to prototype solutions and accelerate specification. Targeting Project Manager, IT PM, PMO, Operations PM, Process Improvement and AI-enabled project roles.

CORE SKILLS

Project & Programme Management: project scoping & scheduling, stakeholder management, risk & issue tracking, status reporting, Agile & iterative delivery

Process Improvement: process mapping (BPMN), SOP design, triage & routing, workflow automation, quality checks

Data & Reporting: Jira dashboards, operational KPIs, executive reporting, data analysis, Tableau & BI tools

AI-Enabled Delivery: AI-assisted development (Claude, Windsurf), multi-agent workflow design, prompt engineering, product specification, user feedback loops

Tools: Jira, Confluence, Tableau, Bloomberg, Thomson Reuters, CRM systems

EXPERIENCE

Associate Service Desk Process and Project Manager

DEGIRO — Sofia, Bulgaria | Mar 2026 – Present

- Improved first-contact resolution by ~25% through clearer triage and documentation; reduced escalations by ~15% by tightening routing rules and feedback loops.
- Built Service Desk operational dashboards integrating Jira and internal tools for workload, performance and priority tracking, supporting weekly executive reporting.
- Coordinated work involving 15+ stakeholders across Customer Service, Product and Engineering, reducing average project delivery time by ~20%.
- Built a performance system for the Service Desk Department with weekly stats, tickets closed, satisfaction and monthly team comparisons.
- Streamlined Jira ticket collection into a single-page system, removing tool switching for agents.
- Used Claude and Windsurf to build prototypes that shorten the path from business requirement to developer-ready solution concept.

Service Desk Process and Project Manager Analyst

DEGIRO — Sofia, Bulgaria | Sep 2024 – Mar 2026

- Designed improved workflows and chatbot conversations using BPMN methodologies, contributing to 30% lower escalation pressure and 20% stronger first-contact resolution support.
- Managed Agile workstreams in Jira, monitored priorities and supported execution to keep operational needs aligned with delivery plans.
- Prepared, reviewed and maintained SOPs, process documentation and client-facing knowledge content.
- Partnered with internal stakeholders to identify improvement opportunities and support CRM and workforce automation initiatives.

Associate Trading Manager

DEGIRO — Sofia, Bulgaria | May 2021 – Sep 2024

- Managed corporate actions and analysed custodian data, supporting accurate processing in a regulated financial-services environment.
- Monitored order routing activity through Bloomberg and Thomson Reuters platforms to support operational oversight and issue visibility.
- Contributed to risk-related analysis through margin requirement models and operational controls.
- Developed AML/KYC processes and maintained compliance documentation, policies and SOPs.

Operations Manager

Telus International — Sofia, Bulgaria | Jan 2020 – May 2021

- Coordinated high-volume operations during a critical COVID response period, helping maintain service continuity and team effectiveness under pressure.
- Created onboarding and upskilling programmes and supported remote-work implementation to improve operational readiness and process consistency.
- Recognised as Top Performer in 4 of 5 quarters for sustained delivery performance.

CEO & Digital Strategist

Spider CT — Porto, Portugal | Sep 2016 – Jan 2020

- Managed sales project teams of seven across Luxembourg and Porto, coordinating sales strategies and project delivery for 360 virtual tours and web design services.
- Led sales initiatives for 360 virtual tours enabling businesses to be listed in Google Street View, achieving a 95% client satisfaction rate and 40% repeat business.
- Directed web design and marketing projects from concept to completion, managing client relationships, requirements gathering and tailored solution design.

SELECTED PROJECTS

Merakuest — Product & Project Lead (live beta, merakuest.com). Gamified language-learning product teaching Bulgarian through RPG-style progression; set product direction, coordinated design and content, ran QA, release planning and user feedback loops.

Service Desk Operational Dashboards & Reporting — Process & Project Manager (live internal tool).

Jira-integrated dashboards feeding weekly executive reporting; part of the programme linked to ~25% first-contact-resolution improvement and ~15% escalation reduction.

Service Desk Process Improvement Programme — Process & Project Manager (implemented). Redesigned chatbot, email, FAQ and self-service workflows using BPMN, with clearer triage, better routing and repeatable SOPs.

AI CV & Job Search System — Project Lead / AI Workflow Lead (working prototype). Multi-agent AI workflow for CV improvement, multi-source job discovery and tailored cover letters; designed orchestration logic and quality gates.

EDUCATION

MSc, Business Administration — IPAM | Oct 2025 – Present

BSc, Commerce (Management) — University of Minho | 2011 – 2016

CERTIFICATIONS

- **The Ultimate BPMN Course** — Packt / Coursera, Sep 2025 (verify: coursera.org/verify/GJXM50W8RUDO)
- **Advanced Data Visualization with Tableau** — Coursera, Oct 2025 (verify: coursera.org/verify/5NVGI173CACF)
- **Foundations of Project Management** — Google / Coursera, Aug 2025 (verify: coursera.org/verify/2ASKW77CGDPW)
- **Trainer Certification** — Viver & Aprender

LANGUAGES

Portuguese (Native) | English (Highly proficient) | Spanish (Working knowledge)