

DARIA GALINA

OPERATIONS MANAGER

CONTACT

+358 45 1623035
daria.galina@gmail.com
[linkedin.com/in/daria-galina](https://www.linkedin.com/in/daria-galina)
dariagalina.com
Helsinki Metropolitan Area

LANGUAGES

English, fluent
Finnish, good
Greek, good
German, intermediate

EDUCATION

Professional Teacher Qualification
Haaga-Helia University of Applied Sciences, 2024-2025

Educational Sciences, 25 ECTS
Open University of Helsinki, 2023

Qualification in Business Administration
Careeria, Helsinki, 2022-2023

Master of Philosophy
Equated to a Finnish Master's degree by the Finnish National Agency for Education

CORE SKILLS

Operations management
Process design and documentation
Product ownership
Requirements and user stories
Release testing and sign-off
Business development
Partner onboarding and retention
Account management
Stakeholder management
Vendor and contract management
Budgeting and reporting

TOOLS

SAP (HR and procurement modules)
Attio, Zero, customer.io
Linear, Notion, Trello
Slack, Zoom, Loom, Vimeo
Figma, Miro
Claude Code, Cursor, GitHub
DocuSign, Jotform
Microsoft 365, Google Workspace

INTRO

Over 10 years leading projects, programs and teams in a listed energy company and a Finnish startup. At Herizon, built the operating model of a talent program from a blank page and ran it with 130 partner companies, 10 universities of applied sciences, the City of Helsinki and two trade unions: 650+ international students and graduates trained, 250+ work placements, 4 product launches. In the energy company, led the operations of a newly established entity of 400+ employees with 12 direct reports, and a change management project for technical standards.

HERIZON, Helsinki

Head of Program Oct 2025 - Sep 2026
Account Manager, agency side May 2026 - Sep 2026
Project Manager Aug 2024 - Sep 2025

- Took over the internship program one month into the internship, when it had been piloted with no operating model. Built the operations from a blank page: role briefs, onboarding, quality assurance, assessment, matching and partner reporting, documented in a 260-line operating manual.
- Moved the program from a fixed cohort calendar to rolling intake. Launched a second program for graduates and junior professionals in April 2026.
- Reported quarterly to the partner advisory board against completion and placement targets. 700+ students given internship opportunities, 650+ students and graduates trained, 250+ placements.
- Owned product development for 2 web platforms built by the developers. Herizon Talent Matcher, for employers: registration, job ads, anonymous profiles of pre-screened candidates, automated candidate suggestions. Partner Portal, for the partner universities: automated reporting, replacing spreadsheet reporting. 4 product launches.
- Collected the needs of employers and universities, wrote requirements and user stories for the developers, tested each release and signed it off before it reached the users. Provided technical support to the users.
- Specified AI workflows and a custom issue tracking system for the agency's internal operating system. Built automations with the developers and independently.
- Built a 1.5 ECTS self-paced onboarding course with AI-assisted assessment: rubrics and evaluation criteria, a quiz, and scenario- and project-based assignments to support the participants' employability.
- Pitched the program to companies and stakeholders at Slush, Finnish Startup Community events, University of Helsinki, 3UAS, City of Vantaa and City of Espoo. Generated inbound leads through LinkedIn and handled inbound requests.
- Ran 2 outbound email campaigns in customer.io from CRM data, 3 months each.
- Sourced, onboarded and retained partner companies in a network of 130 companies (36 returning), 10 universities of applied sciences, the City of Helsinki and two trade unions: needs interviews, onboarding sessions, registration and follow-up. Wrote client offers, proposals and website content.
- Ran delivery on 4 concurrent client engagements with subcontractors and a quality gate before delivery. Led 2 Company Brain builds, LLM knowledge bases for clients in medtech and food, from scoping to client sign-off; both delivered on schedule and in use after handover.

RELOCATION TO FINLAND

Studies and Finnish language Apr 2022 - Jul 2024
Studied business administration, educational sciences and teacher education; learned Finnish; built a professional network.

ENERGY COMPANY, listed subsidiary of a Fortune Global 500 group

Senior Operations Manager Apr 2021 - Mar 2022
Project Manager Jan 2019 - Apr 2021
IT Project Coordinator Jul 2018 - Dec 2018

REFERENCES

Upon request

- Coordinated a digitalization project: corporate data platform and dashboard surfacing 10,000+ risk actions across 75 organizational units. Authored the 3-year budget plan of the Project Office and presented it to the CEO.
- Led a change management project for protective equipment standards and technical requirements across the organization of 83,000 employees; the technical specifications were developed by the vendors. Developed and administered the standards for purchasing, testing, storage, distribution and disposal.
- Owned the full vendor procurement cycle and managed the vendors for the headquarters unit of 2,000 employees. Supervised field testing in 15 units across 5 climate zones and processed the documented results. Phase one delivered on time and within a hard budget ceiling; presented to the Deputy CEO and approved for the next phase.
- Led the operations of a newly established legal entity of 400+ employees across 5 offices and several time zones, with 12 direct reports. Ran the office of the CEO: quarterly planning cycles, annual goals and executive team meetings.
- Prepared and executed the departmental budget; negotiated 12 contracts simultaneously; managed vendors, facilities, payroll input, onboarding and offboarding.