

ANANO GALDAVA

Senior Case Manager | Project & Marketing
Operations Manager

I have experience in customer operations, project management and marketing, working across both digital and retail environments. Throughout my career, I have coordinated projects, managed customer-related processes and supported marketing activities focused on business growth and customer engagement. I enjoy working in dynamic teams, solving problems and turning ideas into practical results.

Work Experience

Brand & Marketing Operations Manager

- Lead brand and marketing operations across retail branches.
- Plan and execute promotional campaigns, seasonal offers, and in-store marketing activities
- Coordinate cross-functional projects with operations, sales, and design teams.
- Analyze campaign performance and customer behavior to identify growth opportunities.
- Develop initiatives focused on increasing sales, brand visibility, and customer engagement.

Project Manager Food & Beverage Commercial Operations

Project Development and Marketing Manager

Led project development and digital marketing initiatives for a long-stay hospitality brandç

Media Planning Manager

Coordinating marketing campaigns and optimizing media strategies to enhance brand visibility and engagement, successfully managing project timelines and team collaboration.

Junior Soc Media Manager

Developed and managed social media content strategies, increasing audience engagement and brand awareness through targeted campaigns and analytics-driven insights.

Senior Case Manager

Built relationships with clients to maintain sales goals and create new opportunities high quality assurance.

Education

Business Administration and Management

Business and Technology University
September 2021 - 2025

Digital Marketing

Business and Technology University
2023-Current

ASSORTI
03.2026-Current

EPISODE
04.2026-Current

EPISODE
02.2026 - 04.2026
Freelance

TBC BANK
01.2025 - 03.2026

STEADY
Remote
2024.05-2025.11

VELI.STORE
2021.02-2024.05

Contact

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Skills and Expertise

- Case Management
- Social Media Management
- Problem-Solving
- Time Management
- Team Collaboration
- Effective Communication
- Analytical Thinking

- Google Ads
- Meta Ads Manager (Facebook & Instagram Ads)
- Youtube Ads
- Seo

- CapCut
- VR Video Basic

Office Tools:

Microsoft Office (Excel, Word, PowerPoint)

Languages

Georgian - Native
English - Fluent
Turkish - B1