

SOFYA MUSTETSOVA

<https://sofyam.xyz/research/>

Operations & Project Manager

Vienna
mustetsovasofia@gmail.com

ABOUT ME

An operations and project professional with 5+ years of experience building and maintaining operational infrastructure across cultural institutions, NGOs, and research environments. Specialised in diagnosing where processes break down, where manual overhead accumulates, and where automation can reduce friction, by implementing systems that fix that structurally.

Actively implementing automation tooling and AI-supported workflows, including setup, integration, and onboarding — grounding this expertise in both hands-on experience and extensive research in the history of organisational systems and management.

German and English (both C1).

EDUCATION

BA Philosophy | 2020 – 2025
University of Vienna, Vienna
BA Computational Linguistics
2018 – 2019 | HSE University, Moscow
BA Graphic Design | 2016 – 2018
HSE University, Moscow

TOOLS

Automation & Workflows: Zapier, n8n
Management/Administration: Jira, Excel, Notion, Slack, Google Workspace,
Coding: Python, R, SQL, HTML+CSS+JS, CMS (e.g. Typo3, WordPress), Claude Code
Design: Figma, Adobe Suite
Languages: English (C1), German (C1), Russian (native), French (A1), Polish (A1)

EXPERIENCE

Project manager and assistant
Freelance
VIENNA | 2019 – present

Provided operations, infrastructure, and process design services to clients across research, cultural, and nonprofit sectors.

Operational Management:

- Managed project budgets, funding coordination, administration, and logistics
- Coordinated cross-functional teams including technical specialists, creative professionals, and institutional partners;
- Mapped and restructured workflows to reduce bottlenecks and clarify ownership
- Organised and supported exhibition and event production from planning through execution

Process & Infrastructure Design:

- Structured and maintained documentation systems (inventories, metadata, contracts, image archives, texts)
- Developed and maintained digital infrastructure (websites, CMS platforms) with focus on scalability and ease of maintenance
- Implemented workflow automation and structured data handling to reduce manual overhead and improve operational efficiency

Clients include: research institutes (CEU, WU), NGOs (Open Future Lab, EJÖ, UCJ), cultural spaces and festivals (Das LOT, Sonic Territories), galleries (WAF Gallery, UA26), Art Hotel and private clients.

*Recommendation letters and certificates available upon request

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Analysis & Research

Vienna
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EXPERIENCE

Research Assistant
Central European University (CEU),
Department of Economics
VIENNA | 2025

Supported a research project on labor markets and social mobility, working with large-scale economic datasets from ORBIS and FIBU databases

- Managed and processed >1 million business entries: cleaned, filtered, structured, normalized, and standardized data using R and STATA
- Applied statistical equations translated from academic research papers
- Prepared datasets for hypothesis testing and analysis phases
- Coordinated data workflows with research team and documented data processing procedures to ensure accuracy and consistency
- Developed transferable expertise in structured information systems applicable to art market data, archives, and collections

focus: R, STATA, large-scale data analysis, economic research, quantitative methods, dataset management, hypothesis testing, type I and II error

EXPERIENCE

Researcher / Project Contributor
Open Future Lab – ERSTE Foundation
VIENNA | 2025

- Conducted qualitative research, including interviews and qualitative analysis
- Transcribed, structured, and documented interview material
- Synthesised findings and insights for internal research use
- Supported research documentation and internal coordination

focus: qualitative research, interview methodology, thematic analysis, research documentation, OCR

EXPERIENCE

Data Analyst
Center for Strategic Analytics and Big Data
(HSE ISSEK)
MOSCOW | JANUARY 2022

- Analyzed semantic and trend maps in the virtual/augmented reality market to uncover emerging themes and shifts.
- Identified thematic patterns, interpreted structural relationships, and provided contextual insights to inform strategic direction.
- Passed selection and was offered the position (declined for geopolitical reasons)

focus: market research and analysis, trend identification, prediction reports, thematic analysis

SOFYA MUSTETSOVA

Web & Design

Vienna
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Developer and designer with 5+ years of experience maintaining and developing websites from scratch. Skilled in CMS systems (WordPress, TYPO3, Elementor) and custom vanilla development (HTML/CSS/JS), with experience in modern deployment workflows (GitHub, Netlify, Vercel, Decap CMS). Proficient in design tools including Figma, Adobe Photoshop, Illustrator, and InDesign for creating visual identities, mockups, and production-ready assets.

portfolio:
<https://sofyam.xyz/rdev/>

focus: web dev, design, research, HTML, CSS, JS, GitHub, Figma, Adobe Suite
CMS: TYPO3, WordPress, Elementor, DeCap, Vercel, Netlify

EXPERIENCE

UX/UI Designer & Frontend Developer Freelance 2022 – present

Designed and developed responsive websites and digital infrastructure for cultural organizations, NGOs, and private clients, managing full project lifecycle from concept to deployment.

Recent work includes:

- [ejoe.at](#) – TYPO3/PHP maintenance, custom functionality, ongoing development
- [urgentletter.eu](#), [ucj.global](#) – WordPress (Elementor) sites designed and built from scratch
- [elsie.world](#) – Experimental platform with interactive elements
- <https://boisterous-florentine-6913b9.netlify.app/> - Custom artist portfolio – Minimalist site with tailored CMS (HTML/CSS/JS, Decap CMS, Netlify)
- [lot.wien](#), [questionmeandanswer.com](#), [mosaik-online.at](#) – Maintenance, custom plugins (donation systems), troubleshooting

Design & Development:

- > Interface design and visual identity development
- > Responsive web design and UX research
- > Custom CMS integration (Decap CMS, TYPO3, WordPress)
- > Frontend: HTML, CSS, JavaScript, Git workflow
- > Performance optimization and image compression
- > Deployment workflows (Vercel, Netlify)

Backend & Maintenance:

- > TYPO3/WordPress backend work
- > User permissions and form configuration
- > Regular updates and troubleshooting

Project Management:

- > Translating client requirements into technical solutions
- > Full project lifecycle from concept to deployment
- > Adapting approach based on project complexity and client needs