

Max H. Kratcoski, PMP

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Operations and data professional who bridges technical teams and business stakeholders by translating executive priorities into actionable specs and turning technical complexity into clear decisions. Comfortable working directly in SQL and data pipelines, effective with engineers, and trusted by leadership to align both sides. Known for getting into the details others skip and building processes that are more reliable than what came before.

SKILLS

Data & Analytics: SQL (Microsoft SQL Server, BigQuery), ETL, data modeling, Power BI, Tableau, advanced Excel

Project & Operations: Process Improvement, Workflow Automation, QA, Requirements Documentation, Prioritization Frameworks

Tools: Asana, Salesforce, Figma, Canva

PROFESSIONAL EXPERIENCE

Data Operations Manager January 2022 – Present
Columbia Books & Information Services New York, NY

- Drive on-time delivery across multiple concurrent projects at a 95% completion rate through clear prioritization and cross-functional alignment.
- Partner with developers to build internal data tooling — owning requirements, documentation, and feedback through each iteration — reducing workflow errors by 25%.
- Write specs for automated data validation and audit checks, collaborating with engineering on implementation, cutting data errors by 40%.
- Introduce automated QA checkpoints that reduce manual intervention and cut cycle times by 20%.
- Translate business requirements into technical specs for SQL Server pipeline development, capturing needs early to minimize rework.
- Build and maintain Power BI dashboards across sales, marketing, and product — consolidating performance data into a single source of truth for weekly leadership reviews.

Data Project Coordinator July 2021 – January 2022
Columbia Books & Information Services Arlington, VA

- Promoted to manager within six months for improving workflows, enhancing data quality, and building strong cross-functional partnerships.
- Streamlined data collection, validation, and ETL processes by introducing standardized templates, reducing errors by 30%, and improving consistency across client-facing data products.
- Coordinated production cycles for multiple data products, introducing version control and structured checkpoint reviews that reduced delivery delays and kept projects on target.
- Collaborated with product managers to refine requirements and align operational processes to the product roadmap, reducing back and forth and delivering cleaner outputs to clients.

Operations Intern November 2020 – May 2021
Collective & Co. Columbia, SC

- Created promotional materials in Figma and Canva that contributed to a 20% increase in event attendance.
- Operated in a fast-moving startup environment with limited direction, taking ownership of event planning, marketing, and logistics across multiple professional development programs.

CERTIFICATIONS

Project Management Professional (PMP) | Google Data Analytics Professional Certificate | Asana Workflow Specialist

EDUCATION

Bachelor of Arts, Economics & International Relations May 2021
University of South Carolina Columbia, SC

- Summa Cum Laude | Capstone Scholar | President's List | Dean's List
- Study Abroad: University of Havana, Cuba (Summer 2019)