

# BORIS KISOV

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**SENIOR PROJECT MANAGER**  
AUSTRALIAN PR  
SYDNEY

Agile, Scrum, SAFe and PRINCE2 certified **Senior Project Manager** with over **17+ years** of driving strategic initiatives across diverse industries such as Innovation, Enterprise Software, IT, Telecommunications, Marketing, Education, Retail, Mass Media, Startups, and E-commerce. Committed to excellence, innovation, and value-driven project delivery, adept at driving digital transformation and organizational change using **Agile** methodologies.

Proven track record in managing **complex IT project portfolios**, leading cross-functional teams, and delivering end-to-end business and technology solutions encompassing technical, commercial, change advisory, release, and operational facets. Demonstrated expertise in cultivating strong stakeholder relationships to deeply understand and align with clients' business requirements and strategic goals.

## KEY SKILLS

- Project management - **17** years
- SAFe **Advanced** Scrum Master, SAFe **Agilist**
- Professional **SCRUM** Master
- **PRINCE2** Certification
- Team management - **17** years
- ERP & CRM Implementation- **13** years
- Australian & International experience – **12** years
- E-commerce Project leadership - **17** years
- Web and Software development - **22** years
- **AGILE** Certified Professional
- **AI & ML**, Business, Startups & innovations

## ACHIEVEMENTS & PROFESSIONAL PROFILE

- Received the **End of the Year 2023 ANZ Salesforce Award** at Accenture.
- Awarded **Distinguished Talent 2020** for exceptional achievements in the ICT field.
- Member of **Australian Computer Society (ACS)** - Assessed as **ICT Project Manager**
- Joined the list of **TOP 1000 TECH LEADERS**
- Received Certificate of Commendation from the Minister of Education for innovative **ICT project** implementations
- **Project Management PMP** Certification Training, Boston USA
- **Telecommunication** degree, **IT** and Computer Science training
- **AWS** Solutions Architect, **Cloud Architect** Pro Oracle, **Azure** Administrator
- **Salesforce** x8 Certified: Data **Architect**; **Dynamics** 365 x3 Certified
- Microsoft **Security**, Compliance, and Identity certified, **AI & ML** certified

## EXPERIENCE

### ACCENTURE

SYDNEY

06/2021 – to date

### SENIOR PROJECT MANAGER. IMPLEMENTATION DELIVERY LEAD.

Australian Leading Telco Company (07/2023 – to date)

- Managed a diverse **portfolio of complex IT projects**, ensuring end-to-end project delivery in alignment with organizational goals and strategic objectives.
- Led **cross-functional** teams in delivering full-service business and technology project solutions, including technical, commercial, change advisory, release, and operational aspects.
- Managed and executed program/project initiatives worth **\$3M+**.
- Coordinated and executed project management strategies to optimize business outcomes across multiple business units and channels (direct & indirect).
- Implemented **Agile** methodologies and delivered best practices (**Agile, Hybrid, and Waterfall**).
- Improved stakeholder relations – both internal and external.
- Directed decision-making processes in alignment with established strategies.
- Implemented risk management strategies, conducted resource allocation and prioritization across multiple projects, and maintained rigorous project documentation to ensure project success.
- Developed and maintained project documentation, project plans, status reports, financial forecasts, managed project budgets, financial tracking, and cost control measures to maximize value delivery.
- Tools: Jira, Confluence, IT-Assist, and SAP.

#### Achievements:

- Received the **End of the Year ANZ Salesforce Award** at Accenture.
- Introduced innovative process transformations across 2 squads, endorsed by tribe leadership, with scalability across the organization, reducing repetitive communications time by **45%**.
- Optimized project management workflows to streamline task management, stakeholder interactions, and consolidation strategies, enhancing operational efficiency by **30%**.

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## IMPLEMENTATION DELIVERY LEAD. PROJECT MANAGER.

### Australian Leading Mass Media Company (12/2021 – 06/2023)

- Managed a **major 15M+** AUD innovation project in the APAC region, leading the development of the **AI** and **ML**-integrated advertising platform on the Salesforce platform.
- Demonstrated expertise in **managing multiple** projects by supervising up to **140** team members across **6** projects and **5** Go-Live deployments, showcasing strong leadership, organizational, and management skills.
- Utilized advanced Delivery Management tools for resource allocation, budgeting, forecasting, and contract management to optimize project efficiency and financial performance.
- Led end-to-end project lifecycle management, including project planning, scoping, requirements gathering, resource management, budgeting, and forecasting, showcasing comprehensive project management expertise.
- Attained 3 major manager certifications, completed PMP Project Management Certification Training, and secured 8 technology certifications, including MS Dynamics 365, Security, and AWS.
- Certified in IPC Intelligent Program Control framework and recognized as an Information Security Gold Advocate, emphasizing a commitment to program excellence and cybersecurity best practices.
- Orchestrated complex Software release: Design, Development, SIT Testing, UAT, Deployment, and Production

#### **Achievements:**

- Implemented the new SAFe Agile methodologies, resulting in a **63%** increase in story development efficiency and accelerating project delivery timelines.
- Earned 8 Salesforce certifications - Data Architect, demonstrating proficiency in Salesforce implementation, management, and CRM solutions.

## PROJECT MANAGER

### Australian Leading entertainment Company (06/2021 – 12/2021)

Successfully orchestrated the transformation of Critical Tier 1 applications through a Data Center Flip process, achieving a milestone previously unattained within the organization over the **past 10 years**.

Directed and mentored a cross-functional team of **8** professionals, which included Architects, Programmers, and Testers, both onshore and offshore (**Java**, Middleware **IBM Websphere** and **AWS**).

- Managed end-to-end Application/Web-based Integration and Disaster Recovery projects, ensuring seamless execution from initiation to completion.
- Collaborated on client's Disaster Recovery review, addressing gaps with approved solutions.
- Developed, implemented, and communicated robust Business Continuity and Disaster Recovery plans and processes to ensure the security and integrity of company data, databases, and information systems.
- Conducted risk assessments to identify potential challenges and develop mitigation strategies.
- Facilitated continuous communication with stakeholders, clients, and key decision-makers.
- Analysed the impact of disaster-focused initiatives, providing actionable insights to leadership.
- Maintained detailed project plans, communication strategies, risk registers, and issue logs, overseeing task allocation, progress monitoring, and milestone tracking.
- Executed project plan and initiatives throughout the project lifecycle, utilizing a blend of Waterfall and Agile methodologies, ensuring timely and on-budget delivery.

## NIKA

11/2014 – 03/2021

## PROJECT MANAGER

Joined the list of «**TOP 1000 TECH LEADERS**» from over 250,000 professionals participated in the selection from the Agency for Strategic Initiatives.

Coordinated progress, risk, quality of ICT projects to organisational standards and ensure projects were completed on time, on budget, to quality standards, and within the agreed scope.

Developed, maintained and effectively executed project plans throughout the project lifecycle in accordance with the **Agile SDLC**, **Scrum**, **Kanban**, **Lean**, **XP** project management methodologies.

Managed multiple **complex technical projects** simultaneously and led cross-functional project teams.

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Implemented end-to-end solutions **ERP** and **CRM**: Dynamics 365, Salesforce, SAP ERP, Oracle Cloud ERP, Sugar CRM, Zendesk, Zoho.

**Achievements:**

New Product Development: Implemented and launched **innovative & transformative urban ICT projects** in the field of culture, including coordination and negotiations with partners and management of the development team:

- Electronic ticket portal "Dom Bileta" (Azure Cloud, SaaS). Acquired by ticket agency **RedKassa** for AUD\$ **200K (largest ticket agency in CIS)**.
- Interactive touch panels on the streets of Moscow for the international and local tourists during the **FIFA World Cup 2018**.
- Led an operations business team in the development and testing of a CRM system that improved customer service for over **1000** employees in CIS, Kazakhstan, and Belarus.

**Sodrujestvo**

09/2008 – 03/2021

**PROJECT MANAGER. TECHNICAL CO-FOUNDER**

Attracted 37 new clients and executed 53 Internet projects in e-commerce, social communication, and business development.

Managing governance processes. Developed corporate brand strategy and identity.

Administered and planned project goals and strategic development plans, within budget, by evaluating current competition, explored new markets, and leveraged historical trends.

Led a team of Web developers, Web designers, and SMM specialists. Collaborated with clients from **Australia, USA, CIS, Belarus, Ukraine**, and more.

Conducted recruitment and training of new employees.

Managed the full cycle of a customer-oriented approach to the implementation of Internet projects (cost control, scheduling, goal setting, resource planning, time, quality control and risk management).

Provided ongoing support to key clients, organizing ad campaigns and SEO optimisation

Methodologies used: Agile, Scrum, Kanban, Scrumban, Lean, XP. Project Planning: Microsoft Project, JIRA

Proposed team and project management tools, CRM and HelpDesk for quality customer support.

**Achievements:**

- New product development: Launched and managed several startups including "B@Home" and "Smart TV – Smart Search, **acquired by MTS (largest mobile operator in CIS)**, then transformed into the self-sufficient platform "Interactive TV" by **Rostelecom PJSC**.
- Seed accelerator MTS program for startups with the "Smart TV - Smart Search" project.
- Won the Business Incubator startup competition. Plekhanov University of Economics, 2014.
- Directed a **19%** overall annual growth of client relationships, expanding contract and introducing new services that could be offered (Social media management, SEO).
- Introduced the loyalty program for clients, leading in a **7%** increase in annual revenue within the competitive Web Development market.

**NBEI School 2114**

09/2014 – 03/2021

**PROJECT MANAGER ICT**

Awarded the **Certificate of Commendation** by the **Minister of Education** for implementing innovative ICT projects in **1783** educational institutions.

Managed the IT department and led a team of **7** IT professionals responsible for implementing projects and supporting IT infrastructure across **15** buildings. Managed recruitment and employee training.

Modernised and consolidated the entire IT infrastructure.

Methodologies used: Prince2, Kanban, Waterfall. Project Planning: MS Project, JIRA, Trello.

**Achievements:**

- Coordinated the evaluation, budgeting, and selection of AUD\$ **2M** worth of new equipment for the "IT Polygon" city project.
- Managed high-profile **innovative ICT projects "IT Polygon" and "PAK Education"** with a total investment of AUD\$ **4M**.
- Pioneered the launch of the **first** online video conferencing in educational institutions in 2014 using WebRTC (real-time communications) technology.
- Implemented end-to-end solutions: CRM, ERP and Help Desk for education organisations.

09/2003 – 08/2014

**SYSTEM NETWORK ADMINISTRATOR**

Adopted new IT technologies. Administration of 3 web servers(Windows Server, SQL Server, and Unix / Linux), configured 150+ PCs. Implemented a distance learning system with 3 Internet portals.

## **RZPO**

09/2015 – 12/2019

### **BUSINESS DEVELOPMENT DIRECTOR**

Coordinated and managed the project team to ensure agreed-upon outcomes are achieved.

Defined, negotiated, communicated, implemented, and monitored quality standards for all project deliverables.

Managed the full cycle of the supply chain for various equipment, including planning, scheduling, cost control, activities, information, organizations, and resources.

Facilitated meetings with key leaders and collaborated with project teams to ensure timely decision-making and effective communication among project stakeholders at all levels.

Obtained quotes for transportation and conducted cost comparisons.

Negotiated with suppliers to minimize material and transportation costs.

#### **Achievements:**

- Represented RZPO internationally, successfully negotiated **8** agreements worth **AUS\$ 35M** with the largest machine-building companies and factories during trips to **Spain, China, Taiwan, South Korea**
- Developed corporate and brand identity, including corporate printed products and web portal.

## **J'son & Partners Consulting**

10/2007 – 04/2008

### **HEAD of ANALYTICAL DEPARTMENT**

Led insight development for major media and telco clients, managing a team of **8** employees.

Focused on understanding client challenges and serving as the domain expert to provide prompt and decisive answers to the analytical team.

Maintained long-term relationships with customers. Prepared analytical reports, proposals, presentations, and market analytics. Forecasted and planned commercial indicators

07/2007 – 09/2007

### **MARKET ANALYST**

Created and presented results of market reports on market trends of telecommunication services and new product development. Analysed business data using both quantitative and qualitative methods.

## **EDUCATION AND TRAINING**

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2009 – 2013

#### **Moscow Technical University of Communication and Informatics:**

**PhD** studies. Telecommunications. Awarded **Full-tuition Presidential** scholarship.

2010 – 2012

**Translator & Interpreter.** Honors degree.

2003 – 2009

**Master's degree** in Telecommunications. Degree with distinction.

#### **TRAINING:**

2024

Wiser - **Leadership Coaching.** Coaching for CEO's and Founders or small-medium sized businesses.

2023

**Toastmasters club – Public SPEAKING and LEADERSHIP development**

2023

**PMP** - Project Management Professional ATP Bootcamp

2023

**Leadership** training "Developing Leaders: Lift as You Rise"

2022

**Storytelling** Program – Accenture Leadership DNA

2019

**Agile Certified Professional ICAgile (ICP)**

2018

**SKOLKOVO Business School "MBA NTI".** Island 10-21. Training program for TOP 1000 TECH Leaders.

2016

**Leadership in organisation. Personal and team.** Institute of Open Education.

2015

**Internet of Things (IoT) CISCO Academy.**

2012

**PMP Training** (Project Management Professional), **Boston University.** School of management, **USA**

**GMAT Full Course.** Veritas Prep GMAT Course.

2008

**Business English course (pre-MBA). Sydney, Australia**

**Nortel Networks Sydney. Internship.** Student and Graduate Center. Business program.

## ACHIEVEMENTS AND CERTIFICATIONS

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- **PRINCE2**. Project Management Certification
- SAFe **Advanced Scrum Master** ; Certified SAFe **Agilist** ; SAFe DevOps Practitioner
- **AGILE** Certified Professional ; **LEAN Six Sigma** White
- Professional SCRUM Master. PSM I Certification
- **Salesforce** x8 Certified: Data architect; Marketing Cloud; Edu Cloud; OmniStudio; AI.
- Microsoft **Dynamics** 365 x3 Certified: Marketing Consultant; ERP + CRM
- **AWS** Solutions Architect – Associate
- **Microsoft Certified Professional: AZURE Administrator**; MS Azure AI
- Microsoft Security, Compliance, and Identity certified
- Account Information Security Lead Certification
- Cloud Architect Professional – Oracle OCI
- **Joined the list of TOP 1000 TECH LEADERS**. ASI. 2018
- **CCNA - Cisco** Network Administration & **Internet of Things (IoT)** Certified
- **22 diplomas** and laureates for winning IT competitions
- **5 publications** in IT and Telecom magazines: T-Comm, Chief engineer and other.

## IT & TECH SKILLS

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- Sharepoint / Office 365
- PHP / HTML5 / SQL
- JavaScript / React.JS
- AJAX / API / JSON
- eCommerce / CMS
- Cloud Azure / AWS / OCI
- Linux / Networking
- Cisco CCNA / IoT
- VMware / Python
- AI / Data Science

LANGUAGES **English:** fluent / **Bulgarian:** native

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