

SUMMARY

10+ years of initiating and delivering sustained results and effective change for companies across a wide range of industries including innovation, enterprise software, digital marketing, start-ups, advertising technology, e-commerce and government. Major experience lies in strategizing and leading cross-functional teams to bring about fundamental change and improvement in strategy, process, and profitability – both as a leader and expert consultant.

KEY SKILLS

- **Project management - 13 years**
- **Team management - 12 years**
- **E-commerce Project leadership - 15 years**
- **Web and Software development - 17 years**
- **PRINCE2**
- **SCRUM Master & Agile**
- **IT Business, Start-ups & innovations**
- **English: Advanced. IELTS Speaking Band 7**

PROFESSIONAL PROFILE

- **AUSTRALIAN COMPUTER SOCIETY (ACS) Membership - ICT Project Manager - ANZSCO 135112**
- **PRINCE2, Professional SCRUM Master, AGILE Certified Professional and CLOUD Architect Professional, Azure, ORACLE, IBM certifications.**
- **Joined the list of TOP 1000 TECH LEADERS of RUSSIA.**
- **Certificate of Commendation by the Minister of Education for implementing innovative ICT projects.**
- **Project Management PMP Certification Training.**
- **Telecommunication and IT education**

WORK EXPERIENCE

NIKA LLC

11/2014 – to date
Moscow, Russia

PROJECT MANAGER

Joined the list of «**TOP 1000 TECH LEADERS of RUSSIA**» from over 250,000 professionals who participated in the selection from the Agency for Strategic Initiatives (ASI) under the Government of Russia.

Coordinated the progress, risk, quality of ICT projects to organisational standards and ensure projects are 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, Scrum, Kanban, Lean, XP project management methodologies.

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

Achievements:

New Product Development: Implementation and launch of **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". Acquired by ticket agency RedKassa for \$160K (largest ticket agency in Russia and CIS).**
- **Interactive touch panels on the streets of Moscow for the international and local tourists during the 2018 World Cup in Russia.**
- **Led an operations business team in the development and testing of an online customer service relationship management (CRM) system that improved customer service for over 1000 employees in Russia, Kazakhstan, and Belarus.**

Sodrujestvo LLC

09/2008 – to date
Moscow, Russia

PROJECT MANAGER. Co-Founder of the company.

New Products Development: Launched and managed several start-ups. Most successful of them "B@Home" & "Smart TV – Smart Search". www.beathome.ru

Leadership, management of a team of Web developers, Web designers, and SMM specialists. Collaborated with clients from **Australia, USA, Russia, Belarus, Ukraine**, etc. www.masterseosite.com

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

Recruitment and training of new employees.

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

Achievements:

- Platform "B@Home" and "Smart TV - Smart Search" based on OTT technology, **acquired by MTS (largest mobile operator in Russia and CIS)**, then transformed into the self-sufficient platform "Interactive TV" by **Rostelecom PJSC**.
- Seed accelerator MTS (Mobile TeleSystems) program for start-ups with the project "Smart TV - Smart Search".
- Won the Business Incubator start-ups competition. Plekhanov University of Economics, 2014.
- Developed corporate and brand identity, and corporate printed products.
- Attracted **37** key clients and executed **53** Internet projects in e-commerce, social communication, and business development. Performed subsequent support and organization of advertising companies and SEO optimization.
- Proposed team and project management tools, CRM and HelpDesk for quality customer support.
- Administered and planned project goals, strategic plans for further development, within budget, by evaluating the current competition, developing new markets, using past trends and current future promotions.
- Directed **19%** overall annual growth of client relationships, expanding contract and new services that can be offered (Social media management, SEO, Website speed optimization).
- Introduced the loyalty program for clients, leading to **7%** increase of annual revenue in the competitive market of Web Development.

NBEI School 2114 PROJECT MANAGER ICT

09/2014 – to date

Moscow, Russia

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

Team control and management of the IT department to implement projects and support of IT infrastructure in **15** buildings. Recruitment and training of employees.

Modernised and united the entire IT infrastructure.

Organised planning for the preparation and implementation of new ICT projects.

Methodologies used: Prince2, Kanban, Waterfall.

Achievements:

- Coordinated evaluation and selection of **\$1.4M** worth of new equipment for the "IT Polygon" city project.
- Realization and coordination of significant **innovative ICT projects "IT Polygon" and "PAK Education"** with a total investment of **\$3M**.
- Launched **first** in Russia online video conferencing in educational institutions in 2014 using WebRTC (real-time communications) technology.
- Collaborated in working groups on the implementation of innovative programs for the Department of Education.
- Implementation of end-to-end solutions CRM, ERP and Help Desk for education organizations.

09/2003 – 08/2014

SYSTEM NETWORK ADMINISTRATOR

Engaged in the adoption of new IT technologies. Administration of 3 web servers (Windows Server and Linux). Configured and networked over 150 PCs. Implemented a distance learning system and 3 Internet portals.

RZPO LLC

09/2015 – 12/2019

Moscow, Russia

BUSINESS DEVELOPMENT DIRECTOR

Coordinated and managed the work of a project team to ensure agreed outcomes are achieved.

Define, negotiate, communicate, implement and monitor quality standards on all project deliverables.

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

International representative of RZPO Company. www.equipment7.com

Achievements:

- Successful negotiation of **8** agreements **US\$ 27M** worth with the largest machine-building companies and factories during international trips to **Spain, China, Taiwan, South Korea**.
- Developed corporate and brand identity, and corporate printed products.
- Developed a corporate web portal.

**J'son & Partners
Consulting
company**

HEAD of ANALYTICAL DEPARTMENT

Organization and management of **8** employees. Important clients: Golden Telecom, Beeline, MTS, Megafon, AFK Sistema, Yandex, Sony Ericsson, Rostelecom, Gazprom-Media, etc.

- 10/2007 – 04/2008
Moscow, Russia
- Focused on understanding problems and being the domain expert to answer questions from the analytical team swiftly and decisively.
- Preparation of reports with analytical reports, proposals, presentations, and market analytics.
 - Forecasting and planning of commercial indicators.
 - Regularly interacted with the business-planning department.
 - Maintenance of a company database in the CRM system.
 - Maintained long-term relationships with customers.
- 07/2007 – 09/2007
- MARKET ANALYST**
- Created and presented results of market reports and marketing researches of tendencies of development of the market of telecommunication services to product development and marketing teams.
 - Developed and implemented new methodology to support goals of the program.
 - Analysed data using both quantitative and qualitative methods.

EDUCATION AND TRAINING

- Moscow, Russia** **Moscow Technical University of Communication and Informatics:**
 9/2009 – 12/2013 **PhD** studies. Telecommunications. Awarded **Full-tuition Presidential** scholarship.
 9/2010 – 1/2012 **Interpreter.** Honors degree.
 09/2003 – 06/2009 **Master's degree** in Telecommunications. Degree with distinction.

COURSES:

- Moscow, Russia** **Agile Certified Professional ICAgile (ICP)**
 7/2019 Training and international certification. PMservices
- Vladivostok, Russia** **SKOLKOVO Business School "MBA NTI"**
 7/2018 Island 10-21. Intensive training program for TOP 1000 TECH Leaders of Russia.
23 courses from leading Russian and foreign scientists, entrepreneurs and experts.
- Moscow, Russia** **Leadership in the organization. Personal and team**
 4/2017 – 5/2017 Moscow Institute of Open Education.
- Moscow, Russia** **Internet of Things (IoT) CISCO Academy**
 9/2016 – 12/2016 National Research Nuclear University MEPhI.
- Moscow, Russia** **Business Incubator for best start-ups**
 5/2014 – 6/2014 Plekhanov University of Economics.
- Boston, MA, USA** **PMP Training** (Project Management Professional), Boston University. School of management.
 7/2012 – 8/2012 **GMAT Full Course.** Veritas Prep GMAT Course.
- Sydney, Australia** **Business English course (pre-MBA).** Additional: **Pre-Advanced** (full course). Education First School.
 7/2008 – 9/2008 **Nortel Networks Sydney. Internship.** Student and Graduate Center. Business program.

ACHIEVEMENTS AND CERTIFICATIONS

- **PRINCE2.** Project Management Certification
- **Professional SCRUM Master. PSM I Certification**
- **Cloud Architect Professional – Oracle OCI**
- **Microsoft Certified Professional: AZURE Administrator**
- **Joined the list of TOP 1000 TECH LEADERS of RUSSIA.** ASI. 2018
- **CCNA - Cisco Network Administration & Internet of Things (IoT) Certified**
- **Won** «Deloitte 2014» Business Case Competition.
- **Won** «Win & Begin 2013» Business Case Competition. Individual merit certificate.
- **22 diplomas** and laureates for winning IT competitions
- **5 publications** in IT and telecom magazines: T-Comm, Chief engineer etc.

IT & TECH SKILLS

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

LANGUAGES **English:** Advanced. IELTS Band 7 Speaking / **Bulgarian:** native / **Russian:** native.

REFEREES Kuzin Kirill, Kirill Moiseev. References available upon request.
