

Eugene B. Expert Project/Program/Engagement Manager

SUMMARY

- 18 years of diverse and extensive experience in software development industry
- 16+ years of experience as a Project & Engagement Manager for a number of various projects & products
- 2+ years of experience as a developer in various Web technologies (HTML, JavaScript, PHP, ASP, Perl)
- 5+ years of experience in managing large B2B projects in telecom industry
- Planning, organizing and controlling the software development process at all stages (from startup to maintenance). Project plan development and maintenance including schedule plan, test plan, quality plan, team plan. Controlling the plan execution and team performance evaluation. Experience in strategic planning of product development. Good estimating experience.
- Deep knowledge of software development life cycle and processes (Waterfall, RUP, XP, Scrum).
- Excellent organizational skills, attention to detail, and ability to choose priorities required.
- Leading the development team, excellent interpersonal skills and work constructively with people.
- Personal motivation management and conflict solving experience. Personal evaluation and promotions experience.
- Risk management and problem management.
- Developing business relations with customers and ability to interact with foreign customers. Good client-communication skills, in time communicating of status, problems and risks.
- Experience in writing requirements specifications. Working with the documentation, coordinating knowledge accumulation and its effective use.
- Strong business analysis and problem solving skills.
- Ability to manage multiple projects concurrently.
- Experience in Project Management tools (MS Project).
- Fluent English
- Pre-Intermediate German

TECHNICAL SKILLS

Main Technical Skills	JavaScript (8 yr.), HTML (8 yr.)
Programming Languages	C (5 yr.), C#, C++ (5 yr.), Java, JavaScript (8 yr.), PHP



UI Frameworks, Libraries, and Browsers	Ajax, CSS (8 yr.), HTML (8 yr.)
.NET Platform	ASP, .NET
Java Libraries and Tools	Java EE
Salesforce Ecosystem	Salesforce
Databases & Management Systems / ORM	Microsoft SQL Server (3 yr.), MySQL (7 yr.), Oracle Database, PostgreSQL (1 yr.), SQL (7 yr.)
Platforms	Drupal, Salesforce
Collaboration, Task & Issue Tracking	Jira
Methodologies, Paradigms and Patterns	OOA (4 yr.), OOD (4 yr.), Rational Rose (1 yr.), UML (2 yr.)
Scripting and Command Line Interfaces	Perl
Other Technical Skills	Hybris

PROFESSIONAL CAREER

Senior Engagement Manager / Client Success Manager

October, 2015- January, 2023

Astound Commerce (Kiev, Nurnberg, Vancouver, San Francisco)

Responsibilities: Team management, project/product management.

Technologies: Salesforce Commerce Cloud, Adobe Commerce, Hybris.

Project / Engineering Manager

September,2014 - October,2015

Luxoft (Kiev, Guadalajara, San Francisco)

Responsibilities: Team management, projectmanagement.

Technologies: Java, PHP, MySQL, Oracle, AJAX, Drupal.

Engagement Manager

September,2012 - August,2014

Astound Commerce (Kiev,Hamburg)

Responsibilities:Team management, project/product management.

Technologies: Demandware.

Project Manager

May,2012 - August, 2012

Responsibilities: Team management, project management.

Technologies: PHP, MySQL, AJAX, Drupal.

Project Manager

January,2007- April, 2012

Unwire (Kiev, Copenhagen) Product development

Responsibilities: Company management, project/product management.

Technologies: J2EE, MySQL, AJAX, UML, MS Project, JIRA

Senior Project Manager

November,2005 - December,2006

MitriDAT (Kiev, Ukraine) Offshore development

Responsibilities: Company management, project management.

Technologies: .NET (C#), PHP, MySQL, MSSQL, AJAX, Rational Rose, UML, MS Project

Project Manager

March,2005 - November, 2005

MitriDAT (Kiev, Ukraine) Offshore development

Responsibilities: Team management, project management.

Technologies: PHP, Perl, ASP, MySQL, MSSQL, XML.

Project Manager

May, 2003 - March,2005

FutureVision (Kiev, Ukraine) Offshore development

Responsibilities: Team management, project management.

Technologies: PHP, Perl, ASP, MySQL, MSSQL, XML.

Developer

July, 2002 - May,2003

FutureVision (Kiev, Ukraine) Offshore development

Responsibilities: E-commerce applications development, web-based applications development.

Technologies: PHP, Perl, ASP, MySQL, MSSQL, JavaScript

PROFESSIONAL PROJECTS EXPERIENCE

Connectors Program, Client Success Manager (10 people)

February, 2020 – January, 2023

Description: Program of LINK Cartridges for Salesforce Commerce Cloud and Adobe Commerce

Responsible: managing team of 10 people, 40+ clients, signing new contracts, handling support requests.



London Drugs, Engagement Manager (10 people)

July, 2017 – January, 2020

Description: Managing dedicated team for www.londondrugs.com (Salesforce shop).

Responsible: managing staffaug team, business trips, QBRs.

Adidas, Program Manager (70+ people)

October, 2015 – June, 2017

Description: 70+ online shops launched (including www.adidas.com and all locales).

Responsible: managing 5-7 teams, strategical discussions with the client, 50% onsite presence, QBRs.

Hotwire, Project Manager (10-15 people)

September, 2014 – October, 2015

Description: Online hotel booking specialized on opaque deals.

Responsible: project management in 2 teams located in Guadalajara & Kiev, planning, reporting, issue tracking, mentoring / supervising, team performance evaluation, 3LS support.

Coordinated: requirements analysis, coding, QA, release management, maintenance, knowledge management.

Programming Languages: Java.

e-Commerce shops, Engagement manager (15-35 people)

August, 2013 – August, 2014

Description: Number of successfully launched e-commerce shops: www.clarisonic.com, www.skinceuticals.com, www.yslbeautyus.com

Responsible: engagement / project management, planning, reporting, issue tracking, mentoring / supervising, team performance evaluation.

Coordinated: requirements analysis, coding, QA, release management, documentation, maintenance, knowledge management.

Programming Languages: Demandware.

RefApp, Engagement manager (15 people)

September, 2012 – July, 2013

Description: Reference Application for building e-commerce shops. Dedicated project for e-Commerce giant (Netrada).

Responsible: product / project management, planning, reporting, issue tracking, mentoring / supervising, team performance evaluation.

Coordinated: requirements analysis, coding, QA, release management, documentation, maintenance, knowledge management.

Programming Languages: Demandware.

Voltimum, Project manager (10 people)

May, 2012 – August, 2012

Description: Drupal portal for various countries.

Responsible: product / project management, innovations analysis, planning, reporting, issue tracking, mentoring / supervising, team performance evaluation.

Coordinated: coding, QA, release management, documentation, maintenance, knowledge management.

Programming Languages: PHP (Drupal), MySQL.



IMP, Project manager (5 people)

August, 2010

Description: Interactive Messaging Platform – a system for managing various types of messages (current version 1.5).

Responsible: auditing / requirement building, planning, reporting, issue tracking, mentoring / supervising, team performance evaluation.

Coordinated: coding, QA, release management, documentation, maintenance, knowledge management.

Programming Languages: Java, MySQL.

PE/PS, Project manager (4 people)

January, 2009

Description: Large multi-platform project for creating/managing mobile portals(current version 2.10).

Responsible: auditing / requirement building, planning, reporting, issue tracking, mentoring / supervising, team performance evaluation.

Coordinated: coding, QA, release management, documentation, maintenance, knowledge management.

Programming Languages: Java, MySQL.

MCMS, Project manager (10 people)

January, 2007 – December, 2009

Description: Large multi-platform project (current version 3.1).

Responsible : auditing / requirement building, planning, reporting, issue tracking, mentoring / supervising, team performance evaluation.

Coordinated: coding, QA, release management, documentation, maintenance, knowledge management.

Programming Languages: Java, MySQL.

X-Cart, Project manager (7 people)

March, 2004 – December, 2007

Description: Large e-commerce project (current build 12).

Responsible: auditing / requirement building, planning, reporting, issue tracking, mentoring / supervising, team performance evaluation.

Coordinated: coding, QA, release management, documentation, maintenance, knowledge management.

Programming Languages: PHP, MySQL.

Netoffice, Project manager (5 people)

August, 2006 – December, 2007

Description: CRM system based on opensource product.

Responsible: generating ideas, implementing them, planning, reporting, issue tracking, mentoring / supervising, team performance evaluation.

Coordinated: coding, QA, release management, documentation, maintenance, knowledge management.

Technologies: PHP, MySQL.

Port1, Project manager (5 people)

January, 2006

Description: Client-server Windows Application for backup purposes.

Responsible: auditing / requirement building, planning, reporting, issue tracking, mentoring / supervising, team performance evaluation.



Coordinated: coding, QA, release management, documentation, maintenance, knowledge management.

Technologies: C# (.NET framework), 2CO payment.

SMS Portal, Project manager (4 people)

November, 2005

Description: Norway service for performing bulk SMS sendings.

Technologies: Clickatell API (<http://www.clickatell.com/>).

Programming Languages: PHP, MySQL.

IESC, Project manager (4 people)

October, 2005

Description: Website with CMS based on Lotus Notes.

Programming Languages: Lotus Notes.

EDUCATION

Bachelor Degree National Technical University of Ukraine

September, 1999 July, 2005

CERTIFICATES

PMI (35 PDU) - 2009, Copenhagen, Denmark

SCRUM Master - 2011, Kiev, Ukraine

