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## Eugene B. 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

### SKILLS

<b>Main Technical Skills</b>	JavaScript (8 yr.), HTML (8 yr.)
<b>Programming Languages</b>	C (5 yr.), C#, C++ (5 yr.), Java, PHP
<b>UI Frameworks, Libraries, and Browsers</b>	Ajax, CSS (8 yr.)
<b>.NET Platform</b>	ASP, .NET



<b>Salesforce Ecosystem</b>	Salesforce
<b>Databases &amp; Management Systems / ORM</b>	Microsoft SQL Server (3 yr.), MySQL (7 yr.), Oracle Database, PostgreSQL (1 yr.), SQL (7 yr.)
<b>Platforms</b>	Drupal, Salesforce
<b>Web/App Servers, Middleware</b>	J2EE
<b>Collaboration, Task &amp; Issue Tracking</b>	Jira
<b>Methodologies, Paradigms and Patterns</b>	OOA (4 yr.), OOD (4 yr.), Rational Rose (1 yr.), UML (2 yr.)
<b>Scripting and Command Line Interfaces</b>	Perl
<b>Other Technical Skills</b>	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, project management.

**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](http://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**

