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**WORK EXPERIENCE**

**Roxhill Media   
IT Project Manager  
*(Apr 2018 – Present)***

Roxhill’s flagship product is an online media database supporting e-mail campaigns and analytics. /SaaS/

**Main responsibilities and achievements:**

* Led the implementation and set up for an agile team management and scrum software (transition from Github to Jira)
* Created and applied new development processes, made them accessible to the entire business. This enabled us to have informed conversations about bug resolution times, epics delivery dates and possible delays
* Introduced Development Reporting which led to better capacity planning, extended the company roadmap and brought us feature/epic cost analysis
* Led a recruitment project for a transition from remote to inhouse development team
* Agile / Scrum Coach, facilitating/chairing meetings and ceremonies, facilitating conflict resolution sessions and dealing with day to day impediments
* Acting Scrum Master(certified)
* Design and creation of interdepartmental and internal processes between – development, accounts, sales, marketing and operations
* End-to-end planning and delivery of projects. Most notable:
  + UI revamp for the entire customer facing platform
  + New marketing website
  + New mobile app
  + Data analytics for e-mail campaigns
  + Data analysis on topics and companies
* Ensuring assigned project activities are completed within scope and issues escalated in advance
* Managing stakeholder expectations
* Owns the product backlog /backlog grooming internal and external customer tickets/
* Owns Roxhill’s roadmap (including design - wireframes and visuals), working closely with senior stakeholders and designer
* Led a project introducing support desk software to support the accounts team tackle growing customer base
* First point for escalation - data and support team enquiries
* Hands on testing

**Forfront   
Project Manager – Software Delivery  
*(Aug 2017 – Apr 2018)***

Forfront’s main product is an e-mail marketing platform /ESP SaaS/

**Main responsibilities and achievements:**

* Acting Scrum Master
* Owned the product roadmap
* Owned the product backlog /backlog grooming/
* Designed, created and implemented interdepartmental processes supporting the software development cycle and work with other departments
* End-to-end planning and delivery of projects. Most notable:
  + Automated Campaigns
  + Drag and Drop Campaign Design
  + Preference Centre (in line with GDPR)
  + Inleads (heap type user monitoring synchronised with auto campaigns)
  + Integration with Dynamics
  + Integration with Salesforce
  + Integration with Gatorleads
* Introduced development reporting enabling better planning and monitoring
* Application of Agile or Scrum standards methodologies on each project, agile coach
* Reported to Executive Lead - time, cost and quality parameters for individual projects.
* Maintaining good relationships with customers for bespoke projects
* Managed project documentation
* Effectively communicated project milestones and created progress reports for internal & external stakeholders.
* Built and sustained effective communications between all project stakeholders
* Extensive utilisation of Microsoft Office /+advanced Excel, Project & Visio /, SQL server, Prezi, Visual Studio.

**The Sollis Partnership   
Projects and Products Analyst *(Oct 2015-Aug 2017)***

**Project Officer *(Oct 2014-Oct 2015)***

The Sollis Partnership is delivering Business Intelligence and Healthcare Analytics to the NHS, specialises in the provision of data and analytics that supports healthcare commissioning. /SaaS/  
  
**Main responsibilities:**

* Led on multiple projects
* Supported product managers in the definition and successful execution of internal and customer-facing projects.
* Worked closely with customers and Sollis staff to maintain effective project communication
* Extensive utilisation of Microsoft Office /advanced Excel, Project, Visio etc/, SQL server, Prezi etc
* Optimising internal and external processes
* Support operational services, including data management and incident management services
* Created and maintained an overview Database to support approximately 1000 individual practices, in terms of clinical system, last extraction date, population, ongoing issues and other attributes.
* Maintained project records and completed administrative tasks
* Prepared progress reports, documentation (training notes, etc)
* Liaison with various stakeholders on project issues
* Support with automated and manual data extractions, coordination, administration and client updates
* Agile project management and helpdesk tool staff support
* Manual data extraction from EMIS Web and Systm1 Clinical systems as required
* Importing SUS SEM and PBR data into specialized software

**Rothwell Douglas Ltd. (contract)**

**Projects Coordinator *(Oct 2013-Oct 2014)***

**National Bulgarian Radio (contract)**

**Administrative Support “Golden Fund” *(Mar 2011 – Sep 2011)***

**LB Bulgaricum JSC (contract)**

**Administrative Support *(May 2010 – Aug 2010)***

**I Group 2005 Ltd.**

**Office Manager and Projects Coordinator *(Sep 2006 - Sep 2009)***

**CERTIFICATIONS and COURSES**

* **Certified ScrumMaster (Scrum Alliance ID: 959209)**
* **Implementing DevOps**
* **Understanding Programming**
* **Querying SQL Databases using T-SQL – QA**
* **Prince 2 – The Knowledge Train**

**EDUCATION  
  
University of Surrey   
MSc. Information Systems   
*(Sep 2016 – Sep 2017)***

* **Modules:** Information Systems Development, Information and Network Security, Database Systems, Project Management and Business

**University of Aberdeen  
MSc. Management, Enterprise and Innovation – Business Graduate  
 *(Sep 2011 – Sep 2012)***

* **Modules:** Operations Management, Accounting and Finance for Managers, Business Strategy and Organization, Business Innovation and Change, Strategic Marketing, Business Development, Research Methods for Business*. (All the MBA Degree courses + dissertation)*
* **Took lead in two team-based business competitions:** Marketing and Business Development
* **Dissertation:** Adoption of Blackboard (information hub) and its influence

**University of National and World Economics**

**BA Economics of Industry – Business Graduate**

***(Sep 2006 – Aug 2010)***

* **Modules:** Project Management, Micro- and Macroeconomics, Marketing, Accounting, Corporative Finance, Risk Management, Business Communications and Innovations
* Degree holders are perfectly equipped for management executive positions in different sized companies as functional, line, programme or project managers.
* **Dissertation** “SME development”