

# Filinkov Ivan

Project manager

Tbilisi, Georgia

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Results-oriented project manager with a proven track record of translating business needs into actionable plans and ensuring successful execution. Over 3 years of experience in team management, including 1 year in project management. Currently managing a team building CRM and have successfully completed projects for a website and mobile app. Proficient in Jira and Confluence, with a strong ability to foster collaboration with technical teams. I have a technical background which includes Linux, Docker, Git, and working knowledge of SQL and Python.

With a passion for gaming spanning over 20 years and a diverse interest in genres from Civilization to Outer Wilds, I am dedicated to pursuing a career in game development. Actively seeking opportunities in this field, I have completed six months of advanced training under the guidance of a Senior Project Manager to enhance my expertise in game production pipelines and industry trends.

Work experience

## Work experience

### Project manager

[Sandbox](#) | 07.2023 — present time

Start-up developing ERP systems for automating veterinary clinics and restaurants.

- Managed cross-functional teams of 5-8 members, successfully implementing Scrum methodologies to enhance development quality and transparency.
- Led two full-cycle projects — a website and a mobile application — from concept to launch, gathering product requirements from stakeholders and conducting testing to ensure alignment with expectations.
- Developed and optimized dashboards in Jira for the product team, enabling the identification and resolution of long-standing bugs.
- Formalized the requirements documentation process in Confluence, improving overall workflow efficiency, and successfully executed integrations with CRM systems, including the Russian government system EGAIS.

### Lead Technical Writer

[r\\_keeper](#) | 01.2021 — 03.2023

The largest Russian restaurant automation software company with over 65,000 restaurants in 53 countries

- Managed a team of 4 technical writers, overseeing hiring, training, and performance reviews, as well as conducting OKR planning and regular 1-on-1 meetings.
- Created two knowledge bases on Confluence and organized the migration of all documentation, resulting in 50,000 monthly visitors.
- Established processes in Jira to integrate development with documentation, leading to a 36% increase in requests from product teams.

### Technical Writer

[r\\_keeper](#) | 12.2018 — 12.2020

- Created a documentation guidelines policy for technical writers and ensured compliance.
- Engaged with clients to gather feedback, successfully increasing the NPS for documentation from 7% to 22%.
- Migrated services such as Knowledge Base, LDAP, and Redmine from an old Windows server to an Ubuntu, resulting in a 2-6 times increase in service speed and implementing backup to minimize risks.

### Senior Support Engineer

[Onlanta](#) | 02.2013 — 11.2018

An outsourcing company, part of the LANIT Group, the largest IT company in Russia.

- Resolved incidents including conflict resolution, remote technical support, and creating documentation.
- Maintained 3 services on Linux, resolving incidents, implementing improvements, and generating reports using MySQL.

## Additional Information

Education: Specialist Degree (Higher Education), 2012.

Languages: English — B2 (Upper Intermediate), Russian — Native.

Certification: ITIL Foundation Certificate in IT Service Management, 2016

## Mentoring

Over the past six months, I have been studying project management in GameDev under the guidance of a Senior PM with 12 years of experience.

I have explored game pipelines for both mobile and PC development. I understand the overall milestones of game development and the specifics of managing projects during the research and production phases. Familiar with the team structure in GameDev, I am knowledgeable about roles, responsibilities, and competencies. Additionally, I am adept in Agile, Scrum, and Kanban methodologies, applying them for effective project planning. I am deeply interested in the industry and actively follow channels focused on game creation and promotion.

## About me

I enjoy organizing and automating processes, which drives my passion for creating workflows and observing their effectiveness.