MAKSYM MALTSEV

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SUMMARY

Highly capable E-commerce Consultant / Project Manager with 7+ years of UAE experience across Retail, Banking and Hospitality sectors, seeking to leverage proven leadership, strategy and business analysis skills to drive digital transformation or digital operations.

EXPERTISE

E-commerce Operations	Omnichannel Commerce	Software Testing
Project Management	Programme Management	Stakeholders Management
Strategy Definition	Market Research	Business Analysis

ORGANISATIONS AND CLIENTS

starwood Hotels and Resorts   NBAD   AZUR DIGITAL   Carrefour كارفور   winner's   ellay.com

WORK EXPERIENCE

AZUR DIGITAL, DUBAI, UAE

E-commerce Consultant / Project Manager   Sep 2018 – Present
E-commerce Business Analyst   Jun 2017 – Sep 2018

Achievements:
- Successfully delivered on-site Omnichannel transformation programme for a leading supermarket chain in Mauritius in 6 months

Responsibilities:

Project Management:
- Performing on-site and remote Project Management using different methodologies (Agile, Waterfall) for various retail clients, this includes: stakeholders management, tasks and timelines management, resources management, running weekly update meetings and more
- Using JIRA as a collaboration tool between business and third party software development teams
- Planning development Sprints with accordance to the defined features roadmap

WORK EXPERIENCE

E-commerce Operations:
- Conducting client workshops to define detailed omnichannel requirements and specifications (e.g. checkout funnel, fraud monitoring, reports, fulfillment process, reverse logistics, etc)
- Designing e-commerce processes and assisting client teams in implementing the needed operations changes (e.g. customer service, fulfillment, content management, etc)
- Providing insights on industry best practice and experiences to guide and facilitate decision-making while ensuring alignment of people and processes with technological solutions and integrations

Business Analysis:
- Defining Omnichannel strategy, value proposition, customer experience, functional architecture and roadmap, operational setup and organisational implications for international retailers
- Partners/Vendors search: RFP preparation, evaluation and selection
- Coordinating integration between EPR, payment gateway and e-commerce platforms
- Documenting Epics and User Stories based on functional architecture and roadmap
- Conducting market research on various topics: e-commerce solutions, vendors, trends and writing articles for omnichannel commerce blog

Programme Management:
- Part of Programme Management Office (PMO) on multi-stream large scale (10M+ USD) projects;
- Running Project Committee meetings with stakeholders and Executive Committee with CEO/ Programme Sponsor; Documenting progress, risks, decisions

Software Testing:
- Working in an Agile environment performing functional (unit testing, integration testing, sanity check) and maintenance (regression) testing in various e-commerce platforms (SAP Hybris);
- Identifying, reporting and tracking product defects in Jira/Zephyr

NATIONAL BANK OF ABU DHABI, ABU DHABI, UAE

Customer Experience Data Analyst	Apr 2016 - Mar 2017
Customer Experience System Coordinator	Feb 2015 - Apr 2016
Service Ambassador	Mar 2014 - Feb 2015

Achievements:
- Selected twice as an Employee of the Month (Oct 2015 and May 2016)
- In cooperation with IT successfully managed the delivery of two internal web-based applications from scratch for staff recognition and target management
- Acted as a Product Owner for Complaints Management System (CMS) across the bank - budgeting, enhancements and features roadmap, training delivery, user management and support
- Successfully rolled out Complaints Management System to International regions (Oman, Egypt, UK)
- Delivered multiple CMS training sessions for 50+ staff

ST. REGIS SAADIYAT ISLAND RESORT, ABU DHABI, UAE

Front Office Associate	Feb 2012 - Mar 2014
Human Resources Coordinator (Pre-opening team)	Sep 2011 - Feb 2012

EDUCATION

BA of Engineering, SNA University, Ukraine	2007 - 2011