

Ilya Volochkov

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Project Manager

Summary

Results-oriented **IT project manager** with 5 years of experience as business/data/system analyst and leading projects(6+ years) that exceed expectations on time and under budget in web applications, Big Data, DWH and BI/AI domains.

Adept at stakeholder management, client engagement, and building strong relationships with customers.

Skills

⚙ **Hard skills:** Agile Project Management, Scrum, Risk Management, SDLC, Python, SQL, Git/Terminal, Big Data/DWH, Web(rest API/JS)

💡 **Software:** Jira, Confluence, MS project, Visio

🌐 **Languages:** 🇬🇧 English(fluent), 🇷🇺 Russian(native)

Work Experience

Neoflex *IT services and IT consulting*

Delivery manager

05/2021–present

- Successfully completed presale; as a result, 2 frame contacts were signed.
- Designed and coordinated 100% technical aspects of the project.
- Reduced development costs by 25% by Airflow implementation instead Bash scripts, to make data flows transparent, visualized and easy to maintain.
- Accomplished 4 fix-price projects with high-profit value 30%
- Trained and mentored 4 employee members

Luxoft *IT services and IT consulting*

Project manager

10/2017–05/2021

- Resolved project crises by applying Agile methods (Scrum framework)
- Worked closely with customer's team to define project scope and schedule deliverables.
- Designed and managed custom CRM implementation to help customer increase staff productivity over 50% by automating internal processes and control.
- Oversaw integration of third-party solutions(Chats, CTI, speech transcription) by leading 5 developers and 2 testers to meet customer's goals.
- Trained data analyst from junior to middle to meet project needs.

Other companies *telecommunications, retail, banking, media*

System/Business analyst

10/2012 –10/2017

- Prepared project economy, roadmap, success criteria and managed contractor to launch machine learning project; this resulted in 10% CHURN rate reduction.
- Freed up time to 90% by automating reporting.
- Implemented CRM (with ERP system integration) by leading developers team to help customer increase sales and improve logistics process.
- Developed methodology to calculate fair interest rate and analyzed company's loan contracts; after renegotiating the loan's terms, loan interest rates decreased by more than 50%.

Education

Lomonosov Moscow State University

Master's Degree in Mathematics

Moscow, Russia

2007–2012