

SERGEY ZABOLOTSKIKH

Software Engineering Manager | Agile Delivery Expert

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PROFESSIONAL SUMMARY

Software Engineering Manager, SAFe Scrum Master, and Technical Project Manager with 10+ years of hands-on experience leading cross-functional teams to deliver complex, enterprise-scale software platforms for global market leaders such as Vodafone (Germany) and CenturyLink (USA). Combining deep technical expertise in software development, system architecture, and cloud-native design with proven leadership in Agile delivery and stakeholder management, I excel at driving projects from conception through production, significantly reducing release cycles and consistently delivering high-quality software solutions. Experienced in designing and managing cross-team and cross-application initiatives across the full Software Development Life Cycle (SDLC), including dependency alignment—ensuring stakeholder satisfaction, smooth project delivery, and stable production operations.

SKILLS

Architecture & System Design: Microservices, Distributed Systems, Event-Driven Architecture, API Design (REST, gRPC, SOAP), B2B, SaaS
Cloud & DevOps: AWS, Kubernetes, Docker, CI/CD (Jenkins, Bitbucket, Git), Monitoring (Prometheus, Grafana, CloudWatch), Blue-Green Deployment, Canary Deployment
Backend Development & Integration: Java (Spring Boot), Kafka, Redis, PostgreSQL, MongoDB, Cassandra, Secure APIs (JWT, RBAC), Test Automation (JUnit, Cucumber, TDD, BDD), C/C++ (basic), Python (basic)
Leadership & Agile Delivery: Scaled Agile Framework (SAFe), Scrum, Team Mentoring, Technical Roadmaps, Stakeholder Communication (Product Managers, Release Managers, Business Owners), Risk & Dependency Management, Cross-Functional Collaboration, Process Optimization, Release Management, UAT Support, Production Incident Resolution and Analysis
Languages: English (fluent), Hebrew (fluent), Russian (native)

EXPERIENCE

Software Engineering Manager, Amdocs (09/2020 – 09/2024)

- Managed a cross-functional Agile team of 12+ (developers, QA, DevOps, PO) to design and deliver a mission-critical microservices platform on AWS Kubernetes for Vodafone (Germany), reducing release cycle time by 40% and ensuring seamless integration with customer systems.
- Relocated onsite to Düsseldorf, Germany, for 3 years, serving as the primary liaison between Amdocs and Vodafone, facilitating stakeholder alignment, requirements gathering, and effective communication across technical and business teams.
- Maintained 30% hands-on involvement, actively contributing to architecture reviews, performance optimizations, and technical troubleshooting, ensuring high technical standards across the delivery pipeline.
- Architected and implemented scalable distributed systems and introduced emerging technologies (event-driven architecture) through proof-of-concepts to enhance system performance and reliability. Implemented blue-green deployment in CI/CD pipelines using AWS and Docker to minimize downtime, accelerate deployments, and improve release stability.
- Spearheaded technical roadmap definition, proof-of-concept (PoC) evaluations, and event-driven architecture adoption, enhancing system scalability and reliability.
- Designed and managed cross-team dependency alignments and stakeholder communication strategies, improving clarity across R&D, product, and delivery teams and ensuring seamless production operations.
- Optimized Agile processes (backlog refinement, improved sprint planning, CI/CD automation) to boost development efficiency by 30%.
- Achieved 95% test automation coverage, reducing manual testing by 60% and significantly speeding up release cycles while improving software quality.
- Led stakeholder communication through regular meetings and demos, aligning product features with customer needs and ensuring early risk identification.
- Aligned technical roadmaps with business goals and coordinated across R&D, product, and delivery teams to ensure on-time releases and high stakeholder satisfaction.

Software Development Team Leader, Amdocs (10/2019 – 08/2020)

- Led a Scrum team of 6 to design and develop reusable backend components for Vodafone (Germany), ensuring robust system performance amidst evolving requirements.
- Collaborated with architects and senior leadership to evaluate new technologies and enhance backend performance for evolving business needs.
- Mentored developers and refined Agile practices (code reviews, new tool adoption), accelerating feature delivery and improving code quality.
- Collaborated with stakeholders via product demos and UAT support, incorporating feedback to enhance solutions and user satisfaction.

Senior Java Developer, Amdocs (12/2017 – 09/2019)

- Developed and optimized Java backend systems for CenturyLink (USA) and AT&T (USA), leading peer code reviews and helping junior developers with ongoing project activities.
- Enhanced system observability by implementing new monitoring tools, reducing production incident resolution time by 40%.

Software Developer, Amdocs (02/2015 – 11/2017)

- Delivered and maintained critical backend components for VimpelCom (Russia) and Level3 (USA), proactively streamlining handoff processes between development and QA.
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EDUCATION

- M.Sc. in Systems Engineering – Afeka Academic College of Engineering, Israel (10/2023 – 10/2026)
 - B.Sc. in Management Information Systems & Mathematics – University of Haifa, Israel (10/2010 – 02/2015)
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CERTIFICATIONS

- Generative AI and LLM Hands-On – Technion–Continuing Education, Israel (12/2024 – 06/2025)
- Certified SAFe Scrum Master – Scaled Agile (04/2022)
- Certified SAFe Agilist – Scaled Agile (07/2022)