ROMAN MILMAN

PROJECT & DELIVERY MANAGER | PRODUCT EXECUTION | CROSS–SYSTEM OPERATIONS

CONTACT

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EDUCATION

- **Project Management course**
  Product Experts (In Progress).
- **Future Leader Program**
  Bank Mercantile (2024).
- **B.A In Economics & Management**
  Open University (2013 - 2016).

SKILLS

- **Project Delivery & Agile**

Agile Project Management, Jira, Monday.com, Trello, Gantt Charts, Sprint Planning, Retrospectives, Delivery under Tight Deadlines.

- **Product & Execution**

Product Lifecycle Ownership, Cross-system Synchronization, Product Specs & Release Planning, Vendor Onboarding, System Integration.

- **Data & Automation**

Data-Driven Decision Making, Power BI, Excel, Google Sheets, Looker, SQL (basic), KPI Tracking.

- **Collaboration & Stakeholder Management**

Stakeholder Communication, CRM Systems, Slack, Zoom, Teams, Google Workspace, Cross-Functional Team Leadership.

TOOLS:

Jira, Monday.com, Trello, Asana, Power BI, Looker, Excel, SQL, CRM Systems, Google Workspace, Zoom, Slack.

LANGUAGES

- English (Fluent).
- Hebrew (Native).
- Russian (Native).

SUMMARY

Project & Operations Manager with 6+ years of cross-functional experience in fintech, startups, and product delivery. Proven ability to lead product lifecycle execution, manage stakeholder expectations, and optimize operational workflows. Successfully developed and synchronized three integrated systems—user-facing app, restaurant system, and internal back office-in a live environment. Highly skilled in Agile methodologies, process automation, and turning strategy into measurable results.

Expertise includes: Project Delivery, Cross-Functional Teams, Agile, CRM Systems, Product Lifecycle, Operations, Stakeholder Management, Systems Integration, KPI Tracking.

SELECTED ACHIEVEMENTS

- Successfully developed and synced 3 interconnected systems in a live production environment.
- Scaled a product from MVP to 15,000+ users in under 12 months-establishing MealMe as a leading food-ordering platform in academic institutions.
- Saved over 200 monthly work hours via operational automation at Menora- freeing team resources for revenue-driving initiatives.
- Improved product release speed by 25% through Agile process enhancements.

WORK EXPERIENCE

Bank Mercantile Discount Ltd
Strategic Project Manager   2023 - PRESENT

- Led high-impact digital transformation project, resulting in a 40% shift from in-branch to digital channels within two months.
- Spearheaded CRM system rollout, managing onboarding, stakeholder alignment, and adoption across departments.
- Acted as cross-department liaison between business, IT, and compliance units to ensure aligned project goals and regulatory compliance.
- Defined operational KPIs and dashboards using Excel and Power BI to track efficiency and performance.
- Initiated process improvements across customer service and onboarding workflows, leading to measurable gains in response time and service quality.
- Participated in the bank's internal "Future Leaders Program" and contributed to strategic planning and innovation initiatives.

MealMe App   2019 - 2023
Co-Founder | Full-Cycle Product & System Delivery Lead

- Directed the end-to-end development and real-time synchronization of three key systems: customer app, restaurant platform, and internal back office.
- Built and led a 10-member cross-functional team across product, support, and marketing.
- Launched and scaled operations across 3 academic campuses, driving 15,000+ downloads and 10,000+ completed orders.
- Reduced product release cycles by 25% through backlog refinement and structured sprint planning.
- Onboarded 30+ restaurant partners, designing scalable support and integration flows.
- Collaborated with institutional clients to align product integrations with business goals and technical constraints.
- Defined and tracked core operational KPIs to support executive decision-making.

Menora Mivtachim Group   2015 - 2019
Team Leader

- Managed a 20-person team including recruitment, training, and performance reviews.
- Delivered operational reports and incentive tracking for senior management under tight deadlines.
- Streamlined internal processes, achieving a 30% reduction in task turnaround time.
- Co-led automation projects across departments, saving over 200 hours per month in manual reporting.