

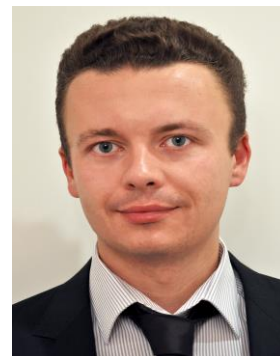
## Kirill Pugachev

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Nationality Russian Date of birth 02-09-1982 Marital status Single



### Work experience

- 09/2015 - present** Sberbank, **Deputy CTO Retail/Executive Director**. Retail operational productivity and cost optimization, program management for new banking system implementation (in-memory data grid technology) including machine learning, dynamic pricing, BPM, RTDM, Stand-in etc. Retail products business partners coordination, team and processes transformation to Agile and DevOps. Sberbank ecosystem implementation based on Client360 and ITIL. RPA adaptation for retail processes. Technical Level Agreement verification and committee management.
- 07/2014 – 08/2015** Sberbank, **Senior Business Partner for cards, processing and payroll/CIO retail management**. Portfolio management and prioritization with sponsors, critical thinking and problem solving. Russian payment system 'MIR' implementation, card issuance and logistics system implementation, automatic correction for unsuccessful operations and other products and services implementation coordination.
- 10/2012 – 07/2014** Sberbank Technologies, **Head of Cards Processing**. Team management (>40), new products and services implementation, SLA preparation for processing services, incident management, product managers' support and expertise for technological improvement, quality parameters verification for card business processes.
- 09/2011 – 09/2012** Sberbank Technologies, **Senior Project Manager / Cards Processing Supervisor**; Cards Projects portfolio management, resources and budget planning; Successfully implemented projects: American Express issuing and acquiring, MasterCard moneysend & Visa money transfer; new premium cards products and tariffs; paypass and paywave products; migration to DDA.
- 04/2011 – 09/2011** Banque Societe Generale Vostok (BSGV), **Project Director for Societe Generale Cards Business consolidation in Russia (ROSBANK, BSGV, RUSFINANCE)**, **Senior Project Manager**, cards migration to new Processing Center (from FIS to UCS) and Core Banking System migration – from Delta (Delta Informatique Company) to Rosbank CBS including customers, tariffs, products, cards, packages, ATMs, accounting history etc.
- 02/2009 – 03/2011** Banque Societe Generale Vostok (BSGV), **Project Manager / Monetique Workshop Leader / Official BSGV representative in REMA (2009-2011)**. Cards business portfolio (projects and queries) management, budgeting for year/quarters (resources and cost management), projects and tasks prioritizing with Head Quarter and top management. Successfully implemented projects: migration to another Processing Center, cards off-balance accounting, ATM collection/replenishment; EMV Issuing and acquiring, merchant acquiring, premium packages, BSGV and Rosbank ATM network interoperability. Participation in BSGV and Rosbank legal merger as a Card Business Coordinator.
- 09/2009 – 09/2017** PLEHANOV Russian University of Economics, Faculty of IT management, **Associate Professor**; lecturing of IT Management, Decision Support Systems, Project Management in IT courses;

PM trainings.

- 04/2007 – Banque Societe Generale Vostok (BSGV), **Senior Business Analyst**, Banking Project  
02/2009 Management Division. Product and project management. Analysis and coordination for the following projects: new Delta version implementation v130, MasterCard issues, improvement in card processes (online-offline, transactional history), 302-p, new tariffs implementation etc. Project Manager for MasterCard implementation Project & EMV, revolving cards, VSSLimits application.
- 11/2004 – Banque Societe Generale Vostok (BSGV), **Senior expert of processing group**, back-office of  
04/2007 banking cards; Administrative Manager of MasterCard and EMV implementation projects. Daily processing of transaction file, internal banking operations, on-us (ATM and POS) operations, card balance file treatment, reports on business cards generation and verification, business and supplementary cards limits setup/update, card buffer account balance checking, customer and GL accounts reconciliation between Bank Operation System and Card program (investigation and adjustments), End of Day procedure performance. Successful migration to new Processing Center and new Banking System. MC Implementation Project and EMV successfully done.
- 11/2003 – Moscow bank for reconstruction and development, **Senior specialist of processing center**;  
11/2004 monitoring and coordination of terminals and ATMs, connection control, control of decline requests, stop-list coordinating, control of unmatched authorizations, database conducting and updating, cooperation with banks and payment systems for problems solving, customers support.
- 07/2003 – ProgramBank, **specialist** of implementation. Testing, technical specifications preparation,  
10/2003 implementation of the system, customers' technical support.

### **Personal profile**

I am reliable, well organized, and used to work on my own initiative. I am able to prioritize my workload and coordinate work of a team.

### **Key skills**

Familiar with: Microsoft Project, Word, Excel, Power Point, Visio, Access, Outlook; UltraEdit; Borland Delphi, Pascal; Gefest, TransMaster, Diasoft, MIE, Delta (Oxygen), WAY4, SmartVista; Critical Thinking; People Management; Complex Problem Solving; Self-motivated; Creativity; Fluent in English; Elementary in French

### **Education**

Graduated in 2004 Moscow State University of Economics, Statistics and Informatics,  
Faculty of IT in banking; **Diploma** of specialist in IT and Economics.

Graduated in 2008 Moscow State University of Economics, Statistics and Informatics,  
Faculty of IT management and e-commerce; **PhD**.

### **Supplement education**

IPMA Level D, Big Data, Finance for Executives, Mentoring, Corporate Culture and Emotional Intelligence, ProgramBank courses "Integrated Bank Systems", Visa Int. courses, Business Objects Courses, Microsoft Project, Project Manager in a Company, Effective Project Meetings, Project tasks implementation control, Project Management Methodology.

**Interests** Psychology, travelling, cooking, reading, theatre and museums, music.