

Dmitry Bondarenko

Product-Focused Technical PM (TPM) | Delivery Manager | Product Manager

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Summary

I'm a seasoned IT professional with a product mindset and 8+ years of international experience in software development, implementation, and digital transformation. I bridge business and engineering by applying PMI/ITIL best practices, data-driven decision-making, and Agile practices.

I have a deep understanding of high-load architectures, cloud platforms, and modern web applications. Hands-on and detail-oriented, I dive deep to tackle technical problems at every level - from software troubleshooting and configuration to hypothesis testing and systems design - and I drive continuous process improvements.

I'm currently seeking a product-centric company with mature teams where solutions tightly align with user needs and strategic business goals.

Skills

General: English (fluent), problem solving (from technical troubleshooting to the organizational level), project management, product and systems thinking, stakeholder management up to C-level, escalation/incident and problem management, mentoring, orchestration of cross-functional collaboration (business, engineering, partners)

Methodologies: ITIL v4, Agile (Kanban, Scrum, SAFe), PMBOK (PMI), DevOps/SRE, OKR

Technologies: Linux, SQL, Python, Docker, Kubernetes, Git, APIs, IaaS (Azure, AWS), CI/CD, Microservices, SDLC

Tools: Jira, Confluence, Miro, MS Excel/Project/Power BI, CLIs, Postman, Observability/Monitoring, Grafana (ELK), ITSM/PSA (ServiceNow), Release Management (git/Jenkins)

Product methodologies: JTBD, CJM, MVP, roadmapping, prioritization by RICE/MoSCoW

Metrics: Unit Economics, AARRR, DORA metrics, SLA/SLO/SLI

Certifications: ITIL v4 Foundation, AZ-900/AZ-300, AWS CP, RHCSA, CKA, PMP (in progress)

Current learning track: studying LLM integrations and MLOps fundamentals for analytics and "smart" automation via courses CS50 AI (Harvard), Stanford (ML/NLP, e.g., CS224N/CS229), and MIT (6.S191/Intro to DL)

Experience

CloudBlue

Enschede, the Netherlands

Delivery Manager

Mar 2023 – Apr 2025

- Joined a team focused on transforming CloudBlue solutions into SaaS/PaaS offerings.
Led end-to-end delivery of partner launches and platform features: from needs definition and solution alignment through production release (OSS/BSS platform + DaaS/iPaaS) and handover to support.
- Reduced TTV/TTM for partner onboarding/migration projects (from ~12 to 3 months) by implementing SOPs and automating migrations (ETL built on Rundeck).
- Oversaw the launch of new platform services on a shared PaaS (CustDev to GTM), implementing new PLM and billing scenarios, enabling complex bundles, and increasing ARPU by up to 20%.
- Accelerated integrations and reseller onboarding by implementing an API wrapper on Azure API Management; the in-house MVP progressed to GA as a platform microservice (SimpleAPI).
- Achieved 99.95% availability in 2024 thanks to cloud-native releases, standardized deployments, and coordinated infrastructure work under SOP/CAB processes.

Datacom

Kuala Lumpur, Malaysia

Lead Technical Account Manager > Business Consultant

Jun 2019 – Mar 2023

- Continued customer advocacy for key partners, then transitioned into a business & operations consultant role for the outsourcing practice.
- Owned SLAs, ran QBRs, built roadmaps, and (with Sales) rebuilt the support service catalog.
- Improved support processes: CSAT +20% post-outsourcing; reduced backlog from 800 to 200 via automation and new SOP/ITSM practices.
- Led cloud migration and upgrade projects for key partners (Telefonica, CDW, Ricoh, etc.).
- Worked with executive stakeholders and international clients on on-site consulting projects under the Catalyst (IDEA) framework; acted as product SME and produced target business & operating model recommendations.
- Aligned priorities between Support and R&D; established Change/Problem Management and KCS processes (OLA, RCA/PIR reporting, CAB, OKRs).

CloudBlue

Novosibirsk, Russia

Technical Account Manager

Jun 2018 – Jun 2019

- Served as partner advocate; ran 24/7 escalations and upgrade/migration programs. Enforced SLA/SLOs and partnered with R&D/Support on bug and feature prioritization.
- Advised partners on CloudBlue capabilities (OSS/BSS, DaaS/iPaaS) and guided new integration rollouts.
- Launched agent-based telemetry collection, restoring hundreds of thousands of dollars in revenue recognition and informing roadmap priorities for high-demand features.
- Led the transition to a new service desk platform to enable the outsourcing operating model with Datacom

Diasoft

Moscow, Russia

Implementation Engineer

Sep 2016 – Jun 2018

- Led end-to-end core banking implementations: requirements, deployment, SIT integrations, user training, UAT support, and support handover.
- Supported initial international rollouts; localized docs and platform modules, and onboarded global teams.
- Mentored junior implementation engineers.

Education

Siberian State University of Telecommunications and Information Sciences

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Bachelor

Sep 2012 – Sep 2016

Faculty of Computer Science and Engineering

BSc, Informatics and Computer Engineering