Dmitry DOLGOV

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T E C H N O L O G Y   M A N A G E R

PRODUCT DELIVERY ■ BUSINESS TRANSFORMATION ■ ORGANIZATION GOVERNANCE

Languages: English, Spanish, Chinese, Russian, French, Portuguese

- **17 years of success in leadership roles** across the entire initiative lifecycle with the ability to oversee multiple concurrent programs.
- **Proven record in people management** and team development.
- **Strong in building rapport with stakeholders** and creating consensus between clients, senior management, and business sponsors.
- **Technology**: Python, Docker, Kubernetes, Jira, Asana, AWS Cloud, Miro, airtable.

Portfolio

Successfully completed 20+ long-term business transformation programs, all in time and within budget, including:

- 2022, Airbnb. Guest & Host Tech reorg. Results: merger of two initially separate organizations with 800+ contributors into a single organism, including revamping of team reporting structure, asset ownership and governance methodology.
- 2022-23, Desjardins. Decommissioning of 3 COBOL banking apps. Results: improved stability of the financial system via removal of code that almost nobody in the world can any longer maintain.
- 2021, lululemon. Demand forecasting and visualization. Results: data science dashboard with prediction accuracy graphs for 2 past years based on 100+ Gb of data and a forecast for 1.5 years into the future.
- 2021, Russian National Corpus. Deep learning model for word alignment of Russian-Chinese parallel corpus using BERT. Results: 2.3 million words processed with state-of-the-art AER (alignment error rate) of 18%.
- 2019-20, Scotiabank. ForgeRock identity management platform. Results: authentication and provisioning performance improvement and surge protection for 6 client channels with a total of 11 million users.
- 2018, PokerStars. Development of 4 new poker variants for iOS/Android/web. Results: Fusion game increased overall cash games revenue by 9%.

Core Competencies

Management:	Frameworks:	Subject domains:
Strategy & Requirements	Agile / Kanban	Data Science
Cost & Budgeting	Scrum / SAFe	DevOps
Risk & Change Management	Waterfall / PMBOK	Cloud Computing

Education & Credentials

Bachelor of **Applied Mathematics and Physics**, Moscow Institute of Physics and Technology, 2007.
Project Management Professional (PMP), 2014.
Professional Scrum Master (PSM), 2020.
Specialization in **Data Science**, Johns Hopkins University, 2021.

Career Progression

2021 – present time. **Capgemini Manager** Remote, Canada Client: **Airbnb**	• Direct people manager of **12 software developers** • Own OKRs for Communications & Connectivity org of **200+ engineers** • Facilitate continuous roadmap planning for Messaging Product and Platform teams
2019 – present time. **Independent data science and tech management consultant** Remote, Canada	• Budgets of up to **$3.4 million** with teams of up to **13 engineers** • Supervise vendors with regards to service delivery, billing and contracts • Run programs of 3-5 cross-org teams with their own leads and scrum masters

Clients: 1. Scotiabank 2. Russian National Corpus 3. lululemon 4. Desjardins	• Responsible for scope estimates, finances, time, resource capacity, service delivery quality, and PMO procedures • Proactively identify risks and resolve conflicts • Develop presentations for stakeholders up to VP level • Manage project budget to ensure adequate financial reporting and forecasting • Coach multiple delivery teams on Agile/SAFe principles • Suggest technical and business KPIs for performance improvement
2017 – 2019. **PokerStars** (World leader in online poker, gambling and sports betting, 3000 employees.) **Project manager, product delivery** Toronto, Canada	• Managed a diverse portfolio of projects related with poker innovations, infrastructure changes and regulated markets • Organized and facilitated workshops with stakeholders: business owners, product managers, development teams, QA and architecture • Responsible for delivery lifecycle and release management processes • Set priorities, developed work schedules and monitored progress towards program goals • Annual budget of projects under management **6000 man-days**
2015 – 2017 **Falabella** (The biggest retail and e-commerce holding in Latin America, 65 000 employees.) **Project manager** Santiago, Chile	• Led a program of multiple system integration projects from initiation till go-live. Annual budget under management **$1.7 million** • Designed and implemented a new project lifecycle, reducing average project costs by 13% • Mediated between business stakeholders, technical teams and corporate architecture department • Managed change requests, reconciling arising new demands with project objectives, budget and restrictions • Estimated efforts and costs • Provided visibility to the upper management by generating reports and guaranteeing correct escalation management • Handled vendor relationships (development outsourcing)
2011 – 2014 **Neoflex Consulting** (Leading Russian provider of software and professional IT services for the financial markets, 350 employees.) **Project manager** Moscow, Russia	• Led multiple projects of IT consulting, system integration, data analytics, financial reporting and business process automation • Directed cross-functional teams of up to **20 contributors**: business analysts, system architects, software engineers and QA • Annual budget of projects under management – **$3.6** million • As **Sales Manager**, delivered contracts for **$1.3 million** per annum • Created resilient project plans and managed associated risks • Determined communications plans and put them into action • Controlled budgets, guaranteeing high level of profitability
2009 – 2011 **Luxoft** Moscow, Russia / London, UK **Analysis team leader**	• Directed the analysis team of **3 people** • Managed business and functional requirements for CRM system • Orchestrated 6 application releases up to production
2007 – 2009 **Accenture** **Business analyst** on capital markets	• Designed investment portfolio management system functionality • Conducted workshops with portfolio managers and traders
2006 – 2007 **NetCracker** **System analyst** Moscow, Russia	• Analyzed requirements and designed functionality for telecom operation support system • Designed data migration models

Volunteer experience

Volunteer **subject matter expert** for **PMP exam development** workshops organized by PMI (Project Management Institute):
• Santiago, Chile, 2016
• Macau SAR, China, 2019
• Accra, Ghana, 2020
• Lisbon, Portugal, 2022

Personal interests

Chinese calligraphy, sailing, snowboarding.