

Dmitry DOLGOV

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PROJECT DELIVERY MANAGER

IT CONSULTING ■ SOFTWARE DEVELOPMENT

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

- **Outstanding leadership background** across the entire initiative lifecycle with the ability to oversee multiple concurrent programs. Over 14 years of success in enterprise innovation. Certified Scrum master and PMP.
- **Proven record in growing talent.** Able to mobilize and lead cross-functional and geographically distributed teams, delegate effectively and motivate team members.
- **Capacity to create and maintain momentum** through tight deadlines and to reconcile the technical restrictions with business expectations.
- **Strong in building rapport with stakeholders** and creating consensus between clients, senior management, and business sponsors. Passionate about quality and customer satisfaction.
- **Technology:** Jira, Confluence, MS Project; Java, SQL, Python, R.

Core Competencies

Management:

Strategy & Planning
Costing & Budgeting
Risk & Change Management

Frameworks:

PMBOK
Agile / Scrum
SDLC

Subject domains:

Micro Services
Enterprise Architecture
Identity Management

Education & Credentials

Bachelor of Applied Mathematics, Moscow Institute of Physics and Technology (State University), 2007.

Project Management Professional (PMP), 2014.

Professional Scrum Master (PSM), 2020.

Specialization in Data Science, Johns Hopkins University, 2021 (expected).

Portfolio

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

- 2019-20, Scotiabank. Upgrade of the ForgeRock identity management platform with extra resilience features. 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. Results: Fusion game increased overall cash games revenue by 9%.
- 2015-16, Falabella. Integration of new credentials managements system into banking IT landscape using service-oriented architecture (SOA). Results: Security enhancement due to new user authentication mechanism. False-positive rate reduction (precision raised by 12%).
- 2012-13, General Electric. Automation of compliance division business processes by delivery of Alfresco BPM (Business Process Management). Results: slashed deal approval processing time by 20%. "Best project of the year" corporate award in 2013.

Career Progression

2019 – 2020. **Independent project management consultant.** Client:

Scotiabank

Toronto, Canada

- Oversaw global identity & access management program for Information Security & Control department
- Total budget of **\$3.4 million** with a team of **13 engineers**
- Designed transformation roadmaps and created structure from chaos through clear deliverables

	<ul style="list-style-type: none"> • Responsible for scope, finances, time, resource capacity, service delivery quality, and PMO procedures • Proactively identified risks and resolved conflicts • Developed presentations for stakeholders up to VP level • Managed project budget to ensure adequate financial reporting and forecasting
2017 – 2019. PokerStars (World leader in online poker, gambling and sports betting, 3000 employees.) Project manager, product delivery Toronto, Canada	<ul style="list-style-type: none"> • 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 enterprise architecture • Responsible for server & client development (desktop and mobile), web applications 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 holding in Latin America, 65 000 employees.) Project manager Santiago, Chile	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Designed investment portfolio management system functionality • Conducted workshops with portfolio managers and traders
2006 – 2007 NetCracker System analyst Moscow, Russia	<ul style="list-style-type: none"> • 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:

- Santiago, Chile, 2016
- Macau SAR, China, 2019
- Accra, Ghana, 2020

Personal interests

Chinese calligraphy, sailing, snowboarding.