**Dmitry DOLGOV**

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**TECHNOLOGY MANAGER**

**product delivery ◼ business transformation ◼ organization governance**

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| **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**

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

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| 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.