

## Dzvinka Mytsyk



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### Senior Business Analyst, Product Owner

I am highly professional IT business analyst with experience across different domains. I have successful experience in Product Management, Product Ownership and in leading a software development team as Scrum Master and Project Manager. I am very passionate about agile methodologies, software development practices and paradigms.

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#### PROVEN SKILLS

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<b>Lean, Scrum and Agile</b>	<b>Software life cycle management</b>
<b>Software requirements management</b>	<b>Change management</b>
<b>Strong analytical skills</b>	<b>Quick learner (new domains)</b>

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#### PROFESSIONAL EXPERIENCE

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**Ringier AG — Berlin, Germany**

**April 2014 – June 2014**

**Freelance Project Manager — EMS migration project**

*Customer:* Internal Ringier project

*Project:* migrating Ringier websites from existing legacy EMS systems to SailThru EMS

*Role:* coordinate multi-functional teams from 7 countries in Asia and Africa: marketing, creative and IT.

***Key results:***

- *Marketing specification for 10+ websites prepared*
- *IT scope defined and WBS prepared*
- *Creative scope defined and delivered*

*One of the biggest outsourcing software services and solutions providers from Central and Eastern Europe. EPAM provides expert consulting, development, testing, support and infrastructure services to many of the world's leading organizations like Barclays Capital, UBS, Boeing, etc. Distributed delivery model includes mix of Onshore/NearShore and Offshore approaches.*

### **Search Engine Analyst, Scrum Mater — WK project**

*Customer:* Wolters Kluwer

*Project:* multinational document search platform (based on Microsoft Fast search engine).

*Role:* search engine configuration, optimization and trouble shooting; new search requirements implementation and new platform releases roll-outs ; Agile process coordination.

#### ***Key results:***

- Several successful releases of search engine for multi-lingual international deployments
- Innovative ideas accepted by customers: UI redesign, documentation process improvement, etc.

### **Senior Business Analyst, deputy Product Owner — FuSA project**

*Customer:* UBS AG

*Project:* Bank's internal software for settlements and confirmations processing

*Role:* requirements clarification and documentation, deputy Product Owner on several sub-projects, Scrum Master on several iterations, xsd and xslt development, sql scripting, test cases and test scenarios creation, taking part in QA process.

#### ***Key results:***

- Successful implementation and deployment of commodities derivatives trades processing
- Successful CDS trade processing re-engineering and support

### **Project Manager, Business Analyst — CMP project**

*Customer:* Clarabridge

*Project:* Text mining engine and natural language processing

*Role:* distributed team management, QA management, negotiations with customers, product strategy development and execution control; business processes analysis; software requirements writing.

#### ***Key results:***

- Multiple successful releases of natural language processing module
- Implementation and deployment of QA on-line monitoring system

### **Project Manager / Business Analyst — Cactus System**

*Customer:* EPAM Systems

*Project:* Internal tool for contractor employees accounting process

*Role:* distributed team management (4 offices, up to 30 team members); project planning, progress monitoring and control; entire project's documentation review; negotiations with customers and business processes analysis; software requirements writing; communication with development and testing teams.

#### ***Key results:***

- Managing project from the start, creating a team, implementing Scrum processes
- Successful releases and deployment of several versions of the system for EPAM's internal accounting department

## **Business Analyst – Phoenix System re-engineering**

*Project:* re-engineering of existing system for health insurance company in USA

*Role:* negotiations with customers and business processes analysis; software requirements writing; communication with development and testing teams.

### **Key results:**

- Creating comprehensive requirements set (including wire-frames) for the first phase of re-engineering

## **Ukrainian Mobile Communications – Kyiv, Ukraine (now MTS Ukraine)**

**November 2005 – June 2006**

*One of the largest mobile operator in Ukraine. In 1993, it was the first company to introduce mobile (cellular) services in Ukraine. As of today, Ukrainian MTS network support various value-added services based on GPRS / EGPRS / EDGE and SMS / WAP / MMS / USSD. MTS is the only BlackBerry service provider in Ukraine and is also a service provider of WiFi hotspots, mainly in large cities and airports.*

## **Project Coordinator - "Coverage complaints processing database"**

*Role:* project planning; software requirements analysis; execution, monitoring and control; negotiation with stakeholders.

### **Key results:**

- Created a full process description of mobile coverage complaints processing.
- Successful release, deployment and maintenance of the coverage complaints DB.

## **Mirasoft-Group Corp – Kyiv, Ukraine**

**June 2004 – October 2005**

*Mirasoft is a Ukrainian provider of software outsourcing services. Mirasoft specializes in the development of business administration tools, document management and work-flow solutions and electronic medical systems has industry-specific expertise in several business sectors, including financial, technology, telecom and health-care.*

## **Project Manager – IPLocks Automated Test System Development**

*Project:* Creating new QA-automation software solution

*Role:* project planning; execution, monitoring and control; risk management; communication with customer and internal communication; reporting; quality planning, assurance and control; human resource management, team development, coaching & trainings & hiring, project processes development and deployment.

### **Key results:**

- Successful prototype creation which retained a new customer
- Released several versions of QA-automation software
- Increased the team from initial 2 people to 10-15 (in different phases)

## **Business processes Analyst – CMMI Deployment**

*Project:* CMMI processes deployment throughout the company, CMMI level 3 certification

*Role:* CMMI training participation, organizational and project processes development and deployment, internal processes trainings creation and presentation.

### **Key results:**

- 3 CMMI processes trainings prepared and delivered
- 3 CMMI processes tailored and deployed into projects life-cycle

## **Business Analyst – Top Dog**

*Project:* travel web-service application development – hotel booking, planes tickets, car rental

*Role:* software requirements specification analysis, design documents creation, technical specification preparation, QA, project processes development and deployment.

### ***Key results:***

- Successful integration of 5 service providers into the system (specification, QA coordination, acceptance)

## **ICC Company – Kyiv, Ukraine**

**October 2003 – May 2004**

*ICC – web-development company, part of large Ukrainian publishing house "SoftPress". Main purpose – create and support web-sites of published magazines.*

### **Software Developer – multiple web-projects**

*Project:* create and support web-sites of published magazines

*Role:* database structure development, design development, php code, sql scripts.

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## **EDUCATION**

### **National University of "Kyiv-Mohyla Academy" – Kyiv, Ukraine**

Bachelor's degree in Computer Science

1999 – 2003

### **Secondary School #47 - Lviv, Ukraine**

Secondary education completed with the Gold Medal for High Honors

1988 - 1999

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## **TECHNICAL QUALIFICATIONS**

BA skills	Requirements documentation and management, requirements elicitation techniques, Scrum Product backlog management
UX and UI	Balsamiq, Visio, Gluffy
Languages:	SQL, HTML, XML, XSLT, Java basic skills
Methodologies and programming paradigms:	Agile, Lean, XP, Scrum, RUP, OOP, TDD
Databases:	PostgreSQL, MySQL, Oracle - understanding and ability to create complex DB schemas, hands on as user
Enterprise frameworks:	Understanding of J2EE technologies
Version & revision control:	Subversion, CVS
Operation systems:	Microsoft Windows, GNU/Linux
Spoken languages	English – fluent, Ukrainian – native, Russian – bilingual, Polish – intermediate, French – intermediate, German - novice