

Evgenia (Jane) Kerzhentseva

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Adaptable, people-focused, and business-minded IT professional with over 8 years of experience in the industry. I have honed strong technical skills, empathy, and emotional agility, enabling me to effectively lead diverse global teams and achieve notable results in efficiency, profitability, and customer satisfaction. Skilled in communicating technical concepts, understanding business objectives, and genuinely caring about people, I am well-equipped to excel in a variety of roles and environments.

Experience

Services Delivery Lead, Rocket Software, 2022 – Present

- Leading a team of solution engineers: delivering a million \$ portfolio of Web & API integration and modernization services from discovery, architecture and design to coding, testing and deploying solutions for the users of our customers (b2b)
- Playing a role of a scrum master for the engineering team
- Translating business requirements into user stories & epics, maintaining a backlog, setting priorities
- People management: effective coaching, career conversations and evaluations, meaningful 1x1s (8 team members)
- Owning key services metrics, such as utilisation, revenue forecast, customer satisfaction
- Working with customers and internal stakeholders to identify features that deliver value to the customers
- Leading cross-functional work between PMO, Sales, R&D, Services & Support

Key Achievements

- Made the team gel. Previously the team worked in a siloed way with minimal collaboration and knowledge sharing. I have introduced collaboration practices and helped team members feel the sense of belonging and a sense of common goal, as well as helped team members get excited about the latest technology and set up a training program to put learning to practice.
- Improved project delivery timelines by introducing a structured project discovery phase and empowering the team with the tools to set and manage project estimates. 83% of projects close within budget, compared to the previous 67%
- Worked on cross-functional collaboration between solutions and R&D, that ensured early feature adoption and testing and ultimately higher customer satisfaction rates
- Implemented agile methodology for solutions delivery, including early delivery, incremental approach, code validation and review. Improved customer engagement and solution quality.

Senior Customer Solutions Engineer, Rocket Software, 2018 – 2022

- Delivering application modernization projects to customers in various markets: finance, healthcare, retail, automotive, and more
- Building solutions: together with project architect creating solution architecture, coding various modules of the application (front- and backend), integrating third-party applications
- Organising and leading UAT, DevOps and post go-live phases of the project delivery

Key Achievements

- Established relationships with the product team that allowed the Delivery team to influence the product and provide the voice of a customer more efficiently.
- Supported a big cruise ship line customer in the middle of the company reorg (and a pandemic). Was able to work with a team that changed members once in 2 weeks and delivered the project successfully to complete end-users satisfaction.

Program Manager, The English Club, 2015 – 2018

- Manage a portfolio of technical projects across different functions in the organisation
- Identify, scope and plan projects directed at improving efficiency and profitability of operations
- Communicate progress to the business owners
- Manage resources, identify & mitigate risks, ensure timely delivery within budget
- Finding and managing external partners to achieve successful project delivery

Key Achievements

- Oversaw a full digital transformation program from scoping to adoption and continuous improvement. The outcomes are still operational.
- Delivered a project within CX focused on implementing customer satisfaction measurement and customer retention framework that helped identified better strategies to maintaining customer relationships

Education & Qualifications

B.Sc. in Computer Science, South Ural State University, 2011 – 2015

- Fundamental studies of Information Technology
- Computer architecture
- Electrical engineering
- Software engineering
- 240 credit points

Certificate: ITIL v4 Foundation, AXELOS, 2020

Certificate: Leading Diversity, Equity & Inclusion, Northwestern University, 2022

- Managing and leading transformational change
- Communicating strategies for Diversity, Equity and Inclusion
- Developing metrics for Diversity, Inclusion and Equity

Knowledge & Skills

- Technologies: web & api applications, mainframe systems, ERP systems, disaster recovery/high availability
- Prototyping: wireframing, storyboards, user personas
- Methodologies: scrum, kanban, SAF
- Project management: task management, risk assessment, prioritisation, stakeholder management
- Team leadership: servant leadership, leader-as-a-coach, mentorship
- Product development: user stories, features discovery, product metrics
- Finance: accounting, financial statements, forecasting
- Languages: JavaScript, HTML, CSS, XML, XSL
- Tools: Jira, Confluence, Miro, Notion, git, SVN, Jenkins, Figma
- Business: Salesforce, Oracle, PowerBI
- Speak: English, Dutch, Russian, Greek