Evgenia (Jane) Kerzhentseva she/they

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[web](web) | linkedin

Profile

Versatile, people-oriented, tech-savvy IT professional and leader. In 8+ years of my professional experience, I have been able to develop and combine strong technical skills with empathy and emotional agility to successfully lead diverse global teams with proven results in efficiency, profitability and customer satisfaction. I speak technical language fluently, understand business & care about people.

Experience

Customer Solutions Delivery Manager, Rocket Software, 2022 – Present

- Leading a team of Delivery Engineers: delivering a million $ portfolio of Web & API services from discovery, architecture and design to coding, testing and deploying brand new cool software for the users of our customers (b2b)
- People management: effective coaching, career conversations and evaluations, meaningful 1x1s
- Owning key services metrics, such as utilisation, revenue forecast, customer satisfaction
- Leading cross-functional work between PMO, Sales, R&D, Services & Support
- Leading agile delivery process, managing stakeholders, communicating with the business

Key Achievements

- Improved project delivery timelines by introducing structured project strategy phase and empowering the team with the tools to set and manage project timelines. 85% of projects close within budget, compared to the previous 67%
- Implemented Agile methodology to project delivery and set up the use of Atlassian suite products, which resulted in higher collaboration rates and improved project outcomes
- Led numerous delivery projects, both internally and externally with 100% customer satisfaction rate

Customer Solutions Operations Team Lead, Rocket Software, 2018 – 2022

- Acting as a scrum master on various projects
- Managing internal and external stakeholders in project delivery
- Being team's contact person for the cross-functional communications between the PMO, R&D, Technical Support & Sales
- Delivering modernization projects: leading scoping, designing, coding and training phases

Key Achievements

- Implemented use of tracking system (JIRA) and set up the workflows, that led to improved quality of the delivered services and a clearer view of team operations
- Introduced agile framework for project delivery in the team and delivered a number of multi-stakeholder, multi-million modernization projects to the customers across the globe
- Established a collaboration method with the lab which ensures the features customers want and need get onto the product roadmap

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
- 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 that improved helped gather and analyse data on customer satisfaction

Education

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

- Fundamental studies of Information Technology
- Architecture
- Electrical engineering
- Software engineering

Additional Qualifications

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

Skills and Languages

Technologies, Tools & Methodologies

- Web & API
- html, css, xml, xslt, js
- DB/SQL
- Salesforce
- Oracle
- Jira/Confluence
- CI/CD tools
- git/SVN
- Power BI/MO365
- a11y: nocoffee/Lighthouse
- MO356
- Agile: Kanban, Scrum

Languages

- Russian – native
- English – fluent
- Dutch – conversant