Evgenia (Jane) Kerzhentseva

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Versatile, people-oriented, business-savvy IT professional and leader. In 8+ years of my work 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

Services Delivery Manager, Rocket Software, 2022 – Present

○ Leading solutions delivery: delivering a million $ portfolio of Web & API 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
○ 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 help team members feel the sense of belonging and a sense of common goal.
○ 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%

Customer Solutions Delivery Team Lead, Rocket Software, 2020 – 2022

○ Acting as a scrum master on various projects, supporting team members in their tasks
○ Managing Delivery Operations
○ 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 other tools and set up the workflows that led to improved quality of the delivered services and a clearer view of team operations as well as higher collaboration rates
○ 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

Senior Customer Solutions Engineer, Rocket Software, 2018 – 2020

○ Delivering multi-million 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. 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
○   Methodologies: scrum, kanban, SAF
○   Team leadership: servant leadership, leader-as-a-coach
○   Product management: user stories, product discovery methods, product metrics
○   Business finance: accounting, financial statements, forecasting
○   Languages: JavaScript, HTML, CSS, XML, XSL
○   Tools: Jira, Confluence, Miro, Notion, git, SVN, Jenkins, Figma
○   Business: Salesforce, Oracle, PowerBI