

# ALEXEY KULIKOV

## IT Project Manager

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### SUMMARY

I am a hands-on Project Manager with a passion for solving complex problems through creative approaches, including the use of **AI tools, Python scripting, and no-code automation platforms** such as Workato, Zapier, and Make. I specialize in business process automation, optimization and the delivery of impactful software solutions across departments such as **HR, Logistics, Sales, Finance, Procurement, and Customer Service**. My portfolio includes successful integrations of HR systems with **CRM and ERP platforms**, enabling unified workflows, improved analytics, and better employee lifecycle management. With **over 5 years** of experience across Retail, Manufacturing, Education, and Healthcare, I lead cross-functional Agile teams to drive measurable improvements and business value.

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### EXPERIENCE

#### **BIBICAR, Ltd. (Former Gett Taxi)**

##### **Product Manager**

**Jun 2024 – Present**

- Achieved a seamless integration of the taxi ordering platform into corporate clients' workflows, **measured by a 25% reduction** in manual operations, by leading a cross-functional development team and prioritizing automation.
- Enhanced client satisfaction index (**CSI**) **by 40%** by organizing bi-weekly feedback sessions with stakeholders and promptly iterating on platform features.
- Increased platform adoption rates among target corporate clients **by 30%** within six months, through targeted feature development **based on market research**.
- Streamlined product deployment timelines, reducing time-to-launch **by 20%**, by coordinating **cross-departmental** communication and **implementing Agile workflows**.
- Improved operational efficiency, as evidenced **by a 15% increase** in task completion rates, by **introducing KPIs** and aligning them with development milestones.
- **Minimized delivery delays by 50%**, by prioritizing backlog items using **data-driven decision-making techniques**.

#### **FIRST BIT, Ltd.**

##### **Project Manager | Team Leader**

**Aug 2020 - Present**

- Delivered **cross-platform integrations** between HR systems, ERP (e.g. 1C, SAP), and CRM (e.g. Bitrix24), enabling automated employee onboarding, synchronized payroll tracking, and unified data reporting.
- Leveraged **no-code** platforms and **Python** scripts to automate repetitive workflows, **resulting in a 40% reduction** in implementation time and increased system reliability.
- Established a Project Management Office (PMO), measured **by a 25% increase** in project efficiency, **by defining workflows** and implementing tools to standardize execution.
- **Led cross-functional** Agile teams, delivering enterprise portals, CRM systems, and web applications, and **achieving a 95% on-time** delivery rate.
- Directed project lifecycles from **scoping to completion**, resulting **in a 30% reduction** in project delays through effective resource allocation and risk assessment.
- Facilitated client communication, aligning priorities with business objectives and achieving **a 25% improvement** in **client satisfaction index (CSI)**.
- Improved operational **efficiency by 15%** through **backlog management and the strategic planning** of releases.
- Achieved consistent team performance improvements, evidenced **by a 10% increase** in productivity, by conducting regular evaluations and implementing continuous improvement practices.

## TYROLIT GROUP, Ltd.

### Project Manager

Aug 2019 - Aug 2020

- Spearheaded a digital transformation initiative, increasing **business efficiency by 45%** through process **automation** in Sales, Marketing, HR, and Accounting, resulting in streamlined workflows and enhanced **team collaboration**.
- Launched a **web enterprise portal**, achieving **a 50% improvement** in real-time data access, by **integrating** advanced reporting systems using **MS Power BI**.
- Improved sales performance **by 35%**, reducing customer attrition through the **development** of a **service application** tailored to client needs, **enhancing user experience** and satisfaction.
- **Implemented KPIs** for cross-functional teams, leading to **a 20% increase** in task efficiency by aligning **performance metrics** with organizational goals.
- Collaborated with senior management to define Go-to-Market strategies, resulting **in a 10% growth** in new client acquisition within six months.

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## COMPLETED PROJECTS

Please follow the link to view my portfolio [kulik8v.github.io/index.html#portfolio](https://kulik8v.github.io/index.html#portfolio)

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## EDUCATION

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**MBA - Master of Business Administration – 4.3 GPA**

**2024 - 2025**

### Russian New University

**Master of Business and Management - 4.7 GPA**

**2005 - 2010**

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## ADDITIONAL INFORMATION

### Certifications:

- Scrum Master Certification by Coursera,
- Project Management Professional Certificate by Google

### Skills:

- Project Management Tools: Jira, Confluence, Trello, Asana
- Technical Skills: Python, SQL, Django, Git, REST APIs, Microservices Architecture, no-code platforms
- Methodologies: Agile (Scrum, Kanban), Waterfall
- Soft Skills: Team Leadership, Mentoring, Problem Solving, Client Relationship Management, Cross-Functional Collaboration

### Languages:

- English B2 - Advanced, IELTS 6.0,
- Russian - Native