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## SUMMARY

Senior Product Manager with 15+ years of experience delivering complex SaaS and mission critical digital products across healthcare, government, automotive and enterprise environments. Adept at transforming ambiguity into structured product strategies, driving cross-functional alignment, and leading teams through full lifecycle delivery.

Brings a disciplined execution mindset grounded in CMMI, requirements engineering, and quality management. Experienced in modernizing legacy systems, coordinating diverse stakeholders, and managing mission-critical platforms in regulated industries. Calm under pressure, analytical, and committed to building scalable products that deliver long-term value.

## CORE STRENGTHS

- Product Strategy & Road-mapping
- Requirements & Stakeholder Management
- UX/Workflow Modeling (Wireframes, Prototypes)
- Agile / Scrum Leadership
- Data-Driven Decision Making
- Cross-Functional Team Leadership
- Quality & Process Optimization (CMMI)
- Risk Identification
- Pattern recognition
- Complex Systems Delivery (Healthcare, Automotive, Gov.)
- Documentation: Confluence, Jira, Postman
- Frontend Fundamentals (HTML, CSS, JS, JSON, XML)

## PROFESSIONAL EXPERIENCE

### Senior Product Manager (Contract)

NCS Consulting AB | 2024 – To date

- Lead end-to-end product management initiatives for international clients in regulated sectors
  - Drive discovery, requirements definition, stakeholder alignment, and execution planning
  - Establish structure and clarity in projects with unclear or shifting priorities
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### Product Manager – Healthcare SaaS

Health Sciences Authority (Singapore) | 2021 – 2024

- Defined and executed the transformation strategy for the national blood bank system
  - Coordinated government, healthcare, and IT vendor stakeholders across competing regulatory needs
  - Delivered a full-stack modernization improving traceability, safety, and operational efficiency
  - Introduced structured requirements practices that improved product clarity and delivery speed
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### Product Manager / Product Designer

Melon | 2017 – 2021

- Managed cross-functional teams delivering enterprise-grade solutions for medical equipment distribution and laboratory crisis center operations
  - Owned the full product lifecycle for Ontario Power Generation's software suite (Canada)
  - Introduced process frameworks that reduced delivery risk and streamlined multi-team collaboration
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### Product Manager / Consultant (CMMI-Focused Engagements)

Game of Chance (Startup), Perun – National Agency, World Bank | 2015 – 2017

- Led product definition and delivery for early-stage and government-funded projects
- Authored requirements and technical specifications for government tenders

- Introduced automated testing & CMMI-aligned processes improving reliability and predictability
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## **Product Manager / Product Designer**

**Ein-Sof (Clients: Johnson Controls, Honda, Renault) | 2006 – 2015**

- Delivered core automotive software components contributing to global vehicle safety systems
- Designed EMR/HIS systems for U.S. hospitals, ensuring regulatory compliance and workflow optimization
- Implemented CMMI-based quality improvements across teams, leading to IT Mark certification

## **PUBLIC APPEARANCE**

**DevCon Skopje | 2024**

- Guest speaker: “Fabric of Quality” – Quality Management in mission critical software production – automotive industry. [Watch on YouTube](#)

**Polar Talks Nion | 2022**

- Guest speaker: “Quality in IT” – automation of testing in product management

**National University of Informatics | 2005 - 2006**

- Lecturer on Product Design in Software Industry – My experience in Automotive Industry

## **EDUCATION**

- BSc Informatics – University of Sts. Cyril and Methodius, Skopje (2000 – 2009)
- Electronics – DUSO Orce Nikolov, Skopje (1996 – 2000)

## **LANGUAGES**

- **English** – Bilingual
- **Macedonian** – Native
- **Balkan languages** – Proficient

## ADDITIONS

- **Speaking Engagements:** DevCon Skopje 2024, Polar Talks 2022
- **On-site work:** USA, UK, Italy, France, Croatia, Serbia, Kosovo and Bulgaria
- **Remote client delivery:** North and South America, EU, EMEA and APAC
- **Hobbies:** Creating in both digital and analog world

## KEY ACHIEVEMENTS

- Digitized hospital workflows end-to-end, replacing paper processes and improving clinical accuracy, traceability, and operational throughput by an estimated 35–50% across key departments.
- Established product structure for high-ambiguity projects, reducing planning uncertainty by ~40% and enabling faster alignment between engineering, leadership, and stakeholders.
- Delivered enterprise-grade SaaS products across 4 regulated industries (healthcare, government, automotive and power), consistently improving delivery predictability and reducing cross-team risk by ~30–35%.
- Led transformation of legacy mission-critical systems, improving traceability, safety, and cross-platform interoperability for organizations serving millions.
- Owned full lifecycle delivery for complex enterprise software, including multi-team coordination, risk management, and quality frameworks that lowered defect rates and increased release reliability.
- Introduced CMMI-aligned quality practices across multiple organizations, driving IT Mark certification and establishing repeatable, scalable processes.