

Dmitry DOLGOV

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SENIOR PROJECT MANAGER

PRODUCT DELIVERY ■ MOBILE APPS ■ CLIENT RELATIONS

Languages: English, Chinese, Russian, Spanish, French, Portuguese

- **14 years of success in leadership roles** across the entire initiative lifecycle with the ability to oversee multiple concurrent programs.
- **Proven record in growing talent.** Able to mobilize and lead cross-functional and geographically distributed teams, delegate effectively and motivate team members.
- **Strong in building rapport with stakeholders** and creating consensus between clients, senior management, and business sponsors. Passionate about quality and customer satisfaction.
- **Technology:** Jira, Asana, Confluence, AWS, ServiceNow, MS Project, SharePoint, Miro, Metro Retro.

Portfolio

Successfully completed 20+ long-term business transformation programs, all in time and within budget, including:

- 2022, Airbnb. UX intake. **Results:** a mature process to funnel the requests of 15+ partner teams to the single Messaging team of 14 engineers.
- 2021, lululemon. Demand forecasting and visualization. **Results:** data science dashboard with prediction accuracy graphs for 2 past years based on 100+ Gb of data and a forecast for 1.5 years into the future.
- 2021, Russian National Corpus. Deep learning model for word alignment of Russian-Chinese parallel corpus using BERT. **Results:** 2.3 million words processed with state-of-the-art AER (alignment error rate) of 18%.
- 2019-20, Scotiabank. ForgeRock identity management platform. **Results:** authentication and provisioning performance improvement and surge protection for 6 client channels with a total of 11 million users.
- 2018, PokerStars. Development of 4 new poker variants for iOS/Android/web. **Results:** Fusion game increased overall cash games revenue by 9%.

Core Competencies

Management:

Strategy & Requirements
Costing & Budgeting
Risk & Change Management

Frameworks:

Agile / Scrum
SAFe
Waterfall / PMBOK

Subject domains:

Mobile Applications
Cloud
Data Science

Education & Credentials

Bachelor of Applied Mathematics and Physics, Moscow Institute of Physics and Technology, 2007.

Project Management Professional (PMP), 2014.

Professional Scrum Master (PSM), 2020.

Specialization in Data Science, Johns Hopkins University, 2021.

Career Progression

2021 – present time. **Capgemini Manager**
Client: **Airbnb**

- Direct people manager of 5 software engineers
- Technical project manager for Information Security Compliance, Messaging (iOS/Android/web) and User Experience teams
- Own client relationships on Engineering Manager level

2019 – present time. **Independent project management and data science consultant**
Remote, Canada

- Budgets of up to **\$3.4 million** with teams of up to **13 engineers**
- Facilitate Scrum ceremonies
- Coach multiple delivery teams on Agile/SAFe principles
- Suggest technical and business KPIs for performance improvement

Clients:

1. Scotiabank
2. Russian National Corpus
3. lululemon

- Responsible for scope estimates, finances, time, resource capacity, service delivery quality, and PMO procedures
- Proactively identify risks and resolved conflicts
- Develop presentations for stakeholders up to VP level
- Manage project budget to ensure adequate financial reporting and forecasting

2017 – 2019. **PokerStars**
(World leader in online poker, gambling and sports betting, 3000 employees.)
Project manager, product delivery
Toronto, Canada

- Managed a diverse portfolio of projects related with poker innovations, infrastructure changes and regulated markets
- Organized and facilitated workshops with stakeholders: business owners, product managers, development teams, QA and architecture
- Responsible for delivery lifecycle and release management processes
- Set priorities, developed work schedules and monitored progress towards program goals
- Annual budget of projects under management **6000 man-days**

2015 – 2017 **Falabella**
(The biggest retail and e-commerce holding in Latin America, 65 000 employees.)
Project manager
Santiago, Chile

- Led a program of multiple system integration projects from initiation till go-live. Annual budget under management **\$1.7 million**
- Designed and implemented a new project lifecycle, reducing average project costs by 13%
- Mediated between business stakeholders, technical teams and corporate architecture department
- Managed change requests, reconciling arising new demands with project objectives, budget and restrictions
- Estimated efforts and costs
- Provided visibility to the upper management by generating reports and guaranteeing correct escalation management
- Handled vendor relationships (development outsourcing)

2011 – 2014 **Neoflex Consulting**
(Leading Russian provider of software and professional IT services for the financial markets, 350 employees.)
Project manager
Moscow, Russia

- Led multiple projects of IT consulting, system integration, data analytics, financial reporting and business process automation
- Directed cross-functional teams of up to **20 contributors**: business analysts, system architects, software engineers and QA
- Annual budget of projects under management – **\$3.6 million**
- As Sales Manager, delivered contracts for **\$1.3 million**
- Created resilient project plans and managed associated risks
- Determined communications plans and put them into action
- Controlled budgets, guaranteeing high level of profitability

2009 – 2011 **Luxoft**
Moscow, Russia / London, UK
Analysis team leader

- Directed the analysis team of **3 people**
- Managed business and functional requirements for CRM system
- Orchestrated 6 application releases up to production

2007 – 2009 **Accenture**
Business analyst on capital markets

- Designed investment portfolio management system functionality
- Conducted workshops with portfolio managers and traders

2006 – 2007 **NetCracker**
System analyst
Moscow, Russia

- Analyzed requirements and designed functionality for telecom operation support system
- Designed data migration models

Volunteer experience

Volunteer **subject matter expert** for **PMP exam development** workshops organized by PMI:

- Santiago, Chile, 2016
- Macau SAR, China, 2019
- Accra, Ghana, 2020

Personal interests

Chinese calligraphy, sailing, snowboarding.