**Ivan Ivanov**

**TECHNICAL PROGRAM MANAGER**

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Legal Status: US Perm. Resident

Technical Program Manager with 9 years of experience delivering 30+ digital projects from conception to completion. Contributed to the development of 20+ products. Supervised and managed up to 120 members of cross-functional remote teams in Europe and Asia, ranging from analysts to executives. Satisfied 5M+ customers and saved 20%+ operations costs, resulting in $100M+ revenue growth. Seeking a role to leverage in-depth project management expertise and broaden knowledge

**SKILLS**

Project methodology (Agile, Scrum, SAFe, Waterfall) | Technical (ITIL, ITSM, PHP, HTML, CSS, SQL) | Cross-functional collaboration (Confluence, JIRA, Trello, GitHub)

**PROFESSIONAL EXPERIENCE**

**Feb 2008 – Current |** **ALFA-BANK**

*ALFA-BANK is one of the top 40 largest banks in the world, with $1T in assets and 15M customers*

**Feb 2019 – Current | Technical Program Manager**

* Accomplished 10+ strategic and international digital programs/projects for 4M+ end users, resulting in $60M company benefit by driving revenue growth and cost optimization measures and managing a budget of $15M+
* Executed a New Mobile Banking App SAFe project, driving 25% growth in retail clients and a 38% CSI increase by collaborating with 100+ international stakeholders and being a servant leader for 3 Scrum teams
* Managed a New CRM project for 1,500 internal users, which resulted in a 25% sales boost while saving 20% of the initial project budget by facilitating stakeholder engagement, budget, and risk control
* Led a Digital Transformation Program, boosting operational efficiency by 30% and service quality by 25%, by overseeing strong communication, implementation of cutting-edge technologies, and process improvements
* Conducted workshops and training sessions for 50+ employees as a Scrum ambassador by facilitating company-wide adoption of Scrum practices and improved overall team collaboration and productivity by 30%
* Implemented an E-doc project for 7K end-users as a Scrum Master, which accelerated document sign-off by 35%, by conducting Agile Ceremonies (planning, daily, retro, demo) and engaging 4 C-Suite executive stakeholders

**Jun 2014 - Feb 2019 | Project Manager**

* Accomplished 10+ digital projects, including the company’s first 2 Scrum projects, leading to a 15% TTM decrease
* Led outsourced change management team for Direct Payments project, boosting commission by 15%
* Enhanced 6 international reporting systems, resulting in more accurate financial analysis and reporting by decreasing data quality issues by 40%

**Mar 2010 - Jun 2014 | Technical Analyst**

* Reduced operational expenses by 20% by collecting requirements and designing an ERP solution
* Accomplished 15% faster delivery, benefiting the agile team, by crafting detailed user stories and acceptance criteria

**Feb 2008 - Mar 2010 | Junior Front End Developer**

* Developed powerful WordPress plugins, resulting in a 15% boost in website traffic and user engagement
* Influenced the Joomla CMS, reducing website update time by 25%, by streamlining content management

**EDUCATION**

**Project Management Professional (PMP), 2023**

Project Management Institute (PMI)

**Master of Business Administration (MBA), IT Management, 2014**

Mirbis International Business School

**Master of Economics and Management, 2009**

Bauman State Technical University