

# Ivan Kuznetsov

## Project Manager

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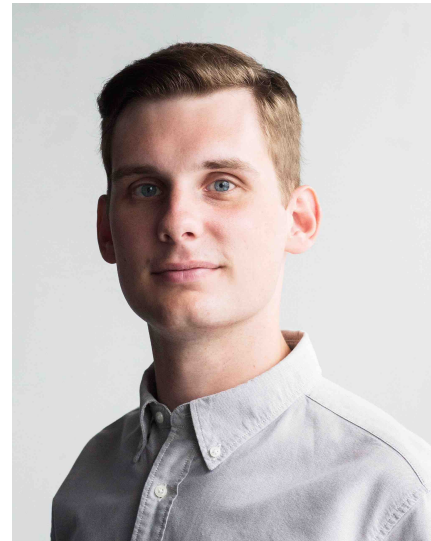
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🏠 Nizhny Novgorod, Russia



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### Languages

- Russian (native)
- English (advanced)

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### About me

Project manager with a technical background and a Master's degree in Innovation Management with more than 3 years of experience in working with international clients and distributed teams as well as in finding and developing new business models within companies.

### My key skills

#### 🚀 Management

I'm very confident with project and team management as well as with such Agile frameworks as Scrum and Kanban. I also have an experience in product and innovation management.

#### 💻 Programming

I've a good experience with Python, databases (Oracle and MySQL), and Linux. I am also able to analyze big data including the use of machine learning and neural networks.



## Business needs

I always focus on the company and its customers needs. It's important for me to be strategic and of benefit for projects and people my tasks are focused on.



## Soft skills

I love public speaking and giving presentations. I always try my best to help everyone asking me for help or advice. Also, I'm never afraid of asking questions or answering them.

## Work experience

### Project Manager

Skyward

*January 2020 – Present*

Manage 6 international B2B service projects including two projects that I launched myself and one project that I helped to launch.

- Stabilised service quality on all my projects (average customer satisfaction rating — 4.8/5).
- Expanded the cooperation with two clients what increased their payment by more than 50%.
- Improved the training process for new employees what reduced the internship time by 50% without loss of quality and the trainee satisfaction (trainees' evaluation of the organisation and format of the training — 9/10).
- Participated in and managed a large number of internal company projects aimed at company-wide systems and employee development.
- Helped with the development of a new strategy for the company, to be exact in fine-tuning of the current business model and in creation of new models and products within them.
- Participated in the company marketing activities (increased the number of company subscribers on LinkedIn from 20 to more than 1,200 in less than a year).

## **Acting Team Leader**

Skyward

*July 2019 – December 2019*

Led a distributed team of 5 engineers on service projects for 2 foreign clients.

- Improved relationships with the clients by integrating the team into solving the clients current tasks and improving the communication and information transfer.
- Gained practice in building processes and systems on both project and company levels.
- Developed team and project management skills.
- Deepened my knowledge in Linux administration, Oracle, and Python.

## **Operations Engineer**

Skyward

*April 2017 – June 2019*

Performed the tasks of a NOC engineer in several company projects.

- Acquired skills in VoIP, SMPP/HTTP messaging, and basic Linux knowledge.
- Strengthened presentation skills by holding company-level reporting meetings.
- Improved the processes of two internal programs making it easier for employees to interact with them.
- Gained a basic understanding of systemic and procedural thinking as well as experience in business communication in English.

## **Education**

### **Master of Management**

Higher School of Economics, 2020 – 2022

Major: Innovation Management (diploma with distinction)

### **Bachelor of Computer Science**

Higher School of Economics, 2015 – 2019

Major: Applied Mathematics and Informatics