

# ALEXEY KULIKOV

## IT Project / Product Manager

Serbia | +381-69-626-184 | [Telegram](#) | [kulikov2531@gmail.com](mailto:kulikov2531@gmail.com) | [LinkedIn](#) | [Personal Website](#)

---

### SUMMARY

I am a Project Manager specializing in the automation of business processes and the development of software solutions, including enterprise systems and microservices. With over 5 years of experience across Retail, Manufacturing, Tourism, Healthcare, and Education sectors, I excel in driving cross-functional teams to deliver impactful results. My expertise encompasses project planning, stakeholder management, risk mitigation, and the implementation of Agile methodologies to optimize outcomes and maximize business value. Proven ability to align project objectives with organizational goals while fostering innovation and collaboration.

---

### EXPERIENCE

#### **BIBICAR, Ltd. (Former GetTaxi)**

##### **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**

- 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.

## **KAMI GROUP, Ltd.**

### **Associate Project Manager**

**Aug 2017 - Aug 2019**

- Secured two new **contracts worth \$150,000** at the "Metalworking" exhibition, expanding the company's market presence and driving business growth.
- Achieved **a 15% reduction** in procurement costs by surpassing **sales targets by 70%** consistently for six months, improving overall operational efficiency.
- Led a project **to acquire exclusive rights** for entry-level laser machines, enhancing the company's competitive edge in the market.
- **Exceeded revenue goals** for sheet metal processing equipment, achieving **a 25% year-over-year increase** in sales by identifying high-growth market segments and tailoring offerings.
- Orchestrated **training sessions** for 30 managers across 16 branches, boosting technical proficiency and increasing **sales performance by 20%** through customized educational programs.

---

## COMPLETED PROJECTS

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

---

## EDUCATION

**Institute of Business and Politics**

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

**2005 - 2010**

---

## 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
- Methodologies: Agile (Scrum, Kanban), Waterfall
- Soft Skills: Team Leadership, Mentoring, Problem Solving, Client Relationship Management, Cross-Functional Collaboration
- Business Skills: Market Research, KPI Development, Budget Management

### **Languages:**

- English B2 - Advanced, IELTS 6.0,
- Russian (native)