

Personal details

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Skills

- **Project management**
- **Product Management**
- **Team Leadership**
- **Workflow optimization**
- **Business development**
- **Issue resolution**
- **Stakeholder Management**
- **Project delivery**
- **KPI management**
- **Process improvement**
- **Product ownership**
- **Risk management**
- **Cross-funct.. team leadership**
- **Agile**
- **Confluence**
- **Jira**

Languages

English	B2
Ukrainian	Native speaker

Oleksandr Zinchenko

Work experience

Senior Process and Project Manager

Mar 2020 - Sep 2026

Wargaming, Kyiv, Ukraine

Development and maintenance of internal company services integrated with Wargaming Game Center and gaming products, including World of Tanks, World of Warships, World of Warplanes, and World of Tanks: HEAT. Coordination and collaboration with multiple internal stakeholders.

Team

Cross-functional team of up to 10 specialists, including Backend and Frontend Developers, a Business Analyst, QA Engineers, and a Designer.

Responsibilities

- **Workflow Development & Optimization:** Designed and optimized a custom workflow in Jira to improve team efficiency and streamline development processes.
- **Stakeholder Management:** Coordinated with stakeholders to gather plans and requirements, analyze business needs, and define and align priorities.
- **Backlog Management:** Managed the product backlog, decomposed tasks, coordinated estimations, and ensured task readiness for development.
- **Sprint Planning:** Planned sprints, managed dependencies, and established forward-looking delivery plans.
- **Team Communication:** Facilitated 1:1 meetings, daily and weekly syncs, and retrospectives; removed blockers and resolved operational issues affecting team performance.
- **End-to-End Delivery:** Managed the full delivery lifecycle of internal company products, from planning through release.

Key Achievements

- **On-Time Delivery:** Increased from 60% to 85%.
- **Team Velocity:** Improved by 25%.
- **Project Success Rate:** Achieved 85%.
- **Risk Mitigation Rate:** Achieved 85%.
- **Delivery Predictability:** Stabilized delivery performance and minimized deviations from planned timelines.

Game Product Manager / Product Owner

2019 - 2020

MADRABBIT, Odesa, Ukraine

Development of a browser-based multiplayer board game featuring game mechanics inspired by Monopoly.

Team

Cross-functional team of 9 specialists: 3 Developers (Backend and Frontend), 2 QA Engineers, a Game Designer, a 3D Artist, and a Business Analyst.

Responsibilities

- **Product Management:** Defined product goals, established priorities, and managed the product roadmap.
- **Backlog Management:** Built and prioritized the backlog, decomposed tasks, prepared user stories, and ensured readiness for development.
- **Game Design & Product Development:** Managed the development of game mechanics, progression systems, and user experience improvements.
- **Team Coordination:** Coordinated cross-functional teams, managed dependencies, and monitored task execution.
- **Delivery Management:** Planned sprints, managed risks, and ensured timely delivery of product features.
- **Process Optimization:** Optimized workflows, improved cross-team collaboration, and accelerated decision-making.
- **Stakeholder Management:** Communicated with clients, aligned requirements, managed expectations, and ensured alignment between product development and business objectives.

Key Achievement

- Launched an NDA-protected product, achieving a **300% ROI**.

Chief Business Development Officer / Senior Project Manager 2018 - 2019

FYUTURA, Kyiv, Ukraine

Marketplace Bahagogo, a mobile app for finding yoga instructors, and SaaS projects.
Led business development and built the sales function from the ground up, combining business development with end-to-end project delivery - from client acquisition and requirements gathering to development coordination and product delivery.

Team

Cross-functional team of 6 specialists, collaborating with developers, clients, and internal stakeholders.

Responsibilities

- **Business Development:** Drove business growth, acquired new clients, prepared commercial proposals, and managed client relationships.
- **Sales Department:** Built the sales department from scratch, recruited and trained sales managers, and developed sales playbooks and onboarding processes.
- **Sales Operations:** Implemented CRM processes, managed the sales pipeline, established KPIs, and monitored sales team performance.
- **Client Management:** Communicated with clients, gathered and analyzed requirements, and aligned project scope, budgets, and timelines.
- **Project Delivery:** Managed the end-to-end delivery of client projects, from estimation and planning to development coordination and final delivery.
- **Process Optimization:** Built and optimized business processes, improving collaboration between sales and development teams.

Key Achievements

- Built the sales department from scratch, recruited and trained team members, and introduced a structured approach to client acquisition and management.
- Established sales management processes, including CRM workflows, sales pipeline management, KPIs, and performance monitoring.
- Integrated Business Development and Project Delivery, ensuring end-to-end control of client projects from commercial agreements through implementation and delivery.