

# Dmitry Bondarenko

## Product-Focused Technical PM (TPM) | Delivery Manager | Product Manager

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### Summary

Technical PM / Delivery Manager with 9+ years of international experience in software development and digital transformation. Expert at bridging the gap between business and engineering using PMI, ITIL, and Agile frameworks. Strong background in high-load cloud architectures, system design, and data-driven project management. Focused on delivering scalable products that align user needs with strategic business growth.

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### Skills

**Management:** Stakeholder management (C-level), cross-functional leadership, project/product management, mentoring, English (Fluent).

**Methodologies:** ITIL v4, Agile (Scrum, Kanban, SAFe), PMBOK, DevOps/SRE, OKR, JTBD, CJM, RICE/MoSCoW.

**Tech & Tools:** Cloud (Azure, AWS), Docker, Kubernetes, SQL, Python, API, Jira, Confluence, Power BI, LGTM.

**Metrics:** Unit Economics, AARRR, DORA, SLA/SLO/SLI.

**Certifications:** ITIL v4 Foundation, AZ-900/300, AWS CP, RHCSA, CKA, PMP (in progress).

**Continuous Learning:** LLM integrations and MLOps fundamentals (Harvard CS50 AI, Stanford, MIT).

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### Experience

#### RUSCOMTECHNOLOGY

Moscow, Russia

#### Delivery Manager

Jan 2026 – present

- **Delivery Orchestration:** Synchronizing cross-functional teams to drive the development of the Astrom-Key platform (Enterprise Observability Platform, dynatrace alternative); consolidating project data to support executive decision-making.
- **Sales Enablement & Pilots:** Leading pilot projects and driving pre-sale/up-sale initiatives; providing technical expertise to expand product presence and adoption within client infrastructures.
- **Process Optimization:** Designing cross-departmental interaction frameworks and removing operational bottlenecks to accelerate project delivery timelines.
- **Risk Management:** Monitoring business unit performance to identify systemic gaps and implementing corrective actions at the organizational level.

#### CloudBlue

Enschede, the Netherlands

#### Delivery Manager

Mar 2023 – Apr 2025

- **Platform Delivery:** Managed end-to-end delivery of SaaS/PaaS features and partner launches (OSS/BSS, DaaS/iPaaS), covering the full SDLC from requirements to production release.
- **TTM Optimization:** Reduced Time-to-Market for onboarding/migration **from 12 to 3 months** by implementing SOPs and automating ETL processes (Rundeck).
- **Revenue Growth (Product):** Orchestrated the launch of new PaaS services (billing, PLM) on shared infrastructure, enabling complex product bundling and increasing **ARPU by 20%**.

- **Technical Leadership:** Accelerated reseller onboarding by designing an API wrapper (Azure APIM); successfully transitioned an in-house MVP to a GA platform microservice (SimpleAPI).
- **System Reliability:** Achieved **99.95% availability** (2024) by implementing cloud-native release standards, automated deployments, and optimized SOP/CAB workflows.

## Datacom

Kuala Lumpur, Malaysia

### Lead Technical Account Manager > Business Consultant

Jun 2019 – Mar 2023

- **Strategic Consulting:** Served as Product SME for C-level stakeholders at global accounts (**Telefonica, CDW, Ricoh**); designed target business and operating models using the Catalyst (IDEA) framework.
- **Service Optimization:** Increased **CSAT by 20%** and reduced backlog **4x (from 800 to 200)** by implementing automation, KCS, and modern ITSM practices.
- **Project & Delivery Management:** Led cloud migrations and system upgrades for key partners; collaborated with Sales to redesign the support service catalog and strategic roadmaps.
- **Process Engineering:** Synchronized Support and R&D priorities; established Change/Problem Management, OLA/RCA reporting, and CAB/OKR frameworks to stabilize release cycles.

## CloudBlue

Novosibirsk, Russia

### Technical Account Manager

Jun 2018 – Jun 2019

- **Partner Advocacy & Delivery:** Managed upgrade/migration programs and 24/7 escalations while enforcing SLA/SLO compliance in collaboration with R&D.
- **Revenue Recovery:** Launched agent-based telemetry collection, restoring **hundreds of thousands of dollars** in unrecognized revenue and defining roadmap priorities.
- **Technical Consulting:** Advised partners on OSS/BSS and PaaS capabilities; guided new integration rollouts and platform adoption.
- **Support Transformation:** Led the migration to a new Service Desk platform to enable a global outsourcing operating model.

## Diasoft

Moscow, Russia

### Implementation Engineer

Sep 2016 – Jun 2018

- **Core Banking Deployment:** Managed end-to-end implementations, including requirements gathering, SIT/UAT support, and production handover.
- **Global Rollouts:** Localized platform modules and documentation for international projects; onboarded and mentored global engineering teams.

## Education

Siberian State University of Telecommunications and Information Sciences

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Bachelor

Sep 2012 – Sep 2016

Faculty of Computer Science and Engineering

BSc, Informatics and Computer Engineering