

# ALEX JILIN

## AGILE DELIVERY MANAGER

### CONTACT

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Tel Aviv, Israel

### EDUCATION

2011 - 2015

FINIANCIAL UNIVERSITY

- B.A. in project management

CERTIFIED SCRUM MASTER  
(PSM I)

### SKILLS

- Scrum
- Kanban
- SDLC
- CI/CD
- JIRA
- Confluence
- Monday
- Facilitation
- Process mapping
- Value Stream mapping
- User Story mapping
- Customer Journey mapping
- No-code automation tools

### LANGUAGES

- English (Full proficiency)
- Russian (Native)
- Hebrew (Basic)

### PROFILE

Over 5 years' experience, using expertise as Agile Coach, Scrum master and Project manager, working with software teams in Banking and Fintech. Implemented Agile frameworks, practices and tools at both team and company levels.

### WORK EXPERIENCE

**Project Manager** 06/2023 - PRESENT  
Immigram (Start-up, relocation service) London, UK (remote)

- Designed and implemented refund process that led to a 20% reduction in the rate of refund approvals and accelerated process up to 50%
- Implemented BPM System – Kissflow. From idea to prod. As a result, company had an ability to straighten its processes and collect processes' statistics
- Automated business processes on no-code platform, significantly reducing manual work. Saving up to 75% of the time for specific kinds of tasks
- Implemented process metrics' gathering
- Created Process map

**Agile Coach** 11/2020 - 01/2023  
Fleetcor (S&P 500) Atlanta, USA, Remote

- Created a structure according to agile principles for 4 product teams
- Kicked-off and coached 2 agile software teams using Scrum
- Facilitated discussion and decision making across the domain teams
- Designed and supported model for evaluation agile software teams' efficiency
- Facilitated Quarter-planning sessions (50 participants)
- Conducted "Soft-skills" workshops for the team members
- Implemented RACI matrix for the domain key roles

**Agile Coach / Scrum master** 08/2019 - 11/2020  
MTS Bank Moscow, Russia

- Designed and implemented Agile transformation plan for 2 business domains (each is 70+ employees), resulting in lead time reduction (150d => 50d)
- Kicked-off and coached 5 scrum teams in 2 business domains
- Coached POs in product backlog scoring, right-sizing features and user story writing
- Supported and protected the tech-excellence ideas: auto-testing, code monitoring, new CI/CD practices etc
- Mentored 2 scrum-masters
- Facilitated board strategic session (100+ participants)

**Scrum master** 09/2018 - 08/2019  
Raiffeisenbank Moscow, Russia

- Coached a scrum team in all aspects of Scrum: planning, sprint, retro, backlog management, flow management etc
- Optimized Jira-flow and efficiency metrics' gathering, resulting in
- Implemented a backlog scoring model