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Objective

Position of Business Analyst/Product Owner

Career Summary

I am an expert in self-service systems, with over 12 years of experience in Payment solutions, e-commerce, internet banking, and mobile banking apps, successful in product and project management, highly organized and meticulous, can find innovative solutions.

Skills

- Business analysis
 - Business Requirement Document management
 - Mockup and wireframe prototyping
 - Third party API implementation
 - Specification of new APIs
 - Business processes modeling in BPMS
- Defining product long term strategy
 - Product market research
 - Customer Journey Map research
 - Defining key values for customers
 - Defining key KPIs for product
 - Product features roadmap planning
- Product feature's delivery workflow management
- Product feature's launch marketing campaigns
- Net Promoter Score growth
- Customer onboarding workflow management
- Client support workflow management
- Business acceptance testing
- Outsourcing and in-house development team management

Employment history

CS Ltd

Business Analyst 3-year 10 month (from 06.2020 to current)

In this company, I had taken responsibility for business analysis for all ongoing feature requests and integration of new modules of our product IFOBS (internet banking solution for physical persons and organizations) for one Ukrainian bank. There was:

- Currency exchange and SWIFT payments module.
- Document management system.
- Limits and authorization module.

For the last two years, I was the lead business analyst in the project of integration of our business processes management system CFront at one Moldovan bank. We developed solution for credit application processing including new customer registration at CBS, KYC/KYD application generating, financial scoring, risk-factor analysis, decision-making process, and creating deals in CBS.

Responsibilities:

- Business requirements gathering and implementing in BRD.
- Creating specifications for UI prototyping.
- BRD clarification to development, testing and support teams.
- Client's issues investigation.
- Pre-sale activities.
- Business processes implementation in Business Process Management System.

PJSC First Ukrainian International Bank (FUIB or PUMB)

Project Manager/Product Owner 3-year 6 month (from 09.2016 to 06.2020)

At this position, I developed and realized the short strategy for payment portal (<https://www.payhub.com.ua>). The main goal of this project was to try new channel for client acquisition on "open market" without any risks for the main brand (PUMB Online – internet bank system of PUMB). This goal was reached – we grow up to more than 30 000 of clients and successfully

finished the project in August 2017. Next step to integrate this experience in our new platform on main brand PUMB Online (<https://online.pumb.ua>) which has started from the new Android app late 2018. In PUMB Online project my role is Project Manager of Payment service section (Replenishment of mobile, payment for utilities, Internet, television, and other services) now it is over two thousands of services.

I control the adding new services, in time updates new protocols and improvements for existing services. I interact with our CRM team to provide actual up-sale and cross-sale proposals for our clients. In 2018 and 2019 our internet banking system has reached second place in PaySpace Magazine FinAward. Our mobile banking app has reached third place in PaySpace Magazine FinAward in 2019.

Freelance jobs

BA/PM in startup www.tomarket.com.ua, 1 year 3 month (from 06.2015 to 09.2016)

Applications description:

- organize the development of price generator web application:
- aggregates prices of twelve auto parts suppliers (total 800 000 parts).
- generates price with best offers from suppliers for web store and two marketplaces.
- organize the development of business-to-business auto parts web store (www.tomarket.com.ua):
- find the most appropriate solution to the needs of the client.
- organized web store improvements for full compliance with customer requirements.

Responsibilities:

- requirements gathering.
- development team hiring for project's needs.
- work with development team on planning, ETA, implementation.
- acceptance testing.

PJSC "Forwarbank" (ex. PJSC "Russian Standard Bank") Kyiv, Ukraine

Chief Manager of Internet Banking and Distance Sales Division, 3,5 years (from 12.2011 to 06.2015)

- organize a development and roll-out a new functionality in self-service stands and ATM (from idea to launch in commercial operation).
- business requirements creating.
- preparation of contracts with contractors.
- preparation of internal normative documentation.
- organizing support of self-service stand network.
- prepare a tender for development of internet banking solution.
- report building for Board Members.

City-Pay ltd. Kyiv, Ukraine

Manager of self-service stands division, 1,5 years (from 08.2010 to 12.2011)

- organize an installing of new self-service stands in Kyiv region.
- organize technical support for self-service stands network in Kyiv region.
- accounting equipment and control equipment repair.

PJSC "PrivatBank"

Chief Service Manager of Payment terminals sales department, 4 years (from 08.2006 to 07.2010)

- coordination of service managers.
- the development of guidelines and training materials and conducting training of merchants.
- collaborate with contractors on the construction of computer networks for payment terminals.

Education

Bachelor's degree in international management (in Kyiv Economy Institute of Management)