

Andrey Glushchenko

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Seeking Position: Technical Project Manager / Technical Program Manager

Summary

Results-oriented technical program/project manager with over 15 years of experience managing technology projects and leading teams. Expert in project lifecycle management (PMBOK), risk assessment, budgeting and vendor coordination. Strong background in IT infrastructure, IT security, telecommunications, and cloud solutions. Proven experience in leading software development and managing project portfolios with budgets over \$20M. Proficient in Agile/Waterfall methodologies. Seeks to leverage extensive knowledge and leadership skills to enhance the organization's success in technology management. Ready for business trips. Willingness to relocate within the United States.

Professional Skills

- **Project Management:** Agile, Waterfall, Continuous Improvement, Risk Management, Budgeting, Lean, Six Sigma.
- **Vendor & Stakeholder Management:** Service Level Agreements, Vendor Negotiations, Client Communications
- **Project Tools:** Proficient with Google Workspace, MS Office 365, SharePoint, MS Project, MS Visio, Jira, Confluence, Monday.com, Power BI, Slack.
- **Software Development:** Python, JavaScript, Swift, C++, REST API, CI/CD, Terraform, DevOps, DevSecOps, SDLC.
- **Technical Expertise:** Cloud platform (AWS Certified Solutions Architect), LAN/WAN architecture, DC infrastructure, ITSM/ITAM, and various monitoring solutions.

Work Experience

August 2023 – Present | **AG IT Consulting LLC** (Schaumburg, IL) | Project Director

- Manage telecommunication software development and hardware projects for **Exaterra Ltd.**
- Spearhead project direction by overseeing roadmap development, budgeting, and teams coordination.
- Deployed a PSA system and organized tracking of delivered components and manufactured products. Leverage AWS infrastructure in ongoing projects.
- The developed product is **fully prepared** for mass production.

April 2022 – July 2023 | **Exaterra Ltd** (Rosh-Ha'ayin, Israel) | Project Director

- Developed product line requirements through comprehensive analysis of current market solutions, effectively fulfilling the role of Product Owner.
- Spearheaded a project portfolio of high-performance L2/L3 32x400G network switch development projects, collaborating with component suppliers, coordinating three international development teams, and managing interactions with PCB fabrication and assembly plants.
- Managed the development of a software (Network Operating System) for network switches, serving as both Scrum Master and Product Owner while orchestrating two international development teams.
- Acting as product owner, delivered project budgets, built strong vendor relationships, and proactively assessed and mitigated project risks, resulting in a 15% reduction in development time.

April 2019 – September 2021 | **INLINE Technologies LLC** (Moscow, Russia) | Software Solution Department Director

- As a department director, I successfully led projects to implement ITSM, ITAM, NMS and advanced monitoring solutions, enabling customers to improve systems management and optimize resources.
- Reorganized the software development process and implemented Scrum and DevOps practices, which accelerated release cycles and increased revenue by 20%.

- Simultaneously managed up to 15 projects to develop software for monitoring industrial facilities and IT infrastructure, ensuring timely delivery and alignment with business objectives.
- Projects successfully implemented under my supervision:
 - A project to develop and implement a cloud-based SaaS solution built on a proprietary software platform, including the successful launch of services for the Value segment.
 - A project to develop a heat generation monitoring system for 15 thermal power plants in a large region (Industrial IoT Solutions), providing operational efficiency improvements.
 - Implementation of a comprehensive data center monitoring system for the State Meteorological Service, including integration of supercomputers, data storage, three types of networks, and data center infrastructure.

January 2018 – December 2018 | **JSC RNT** (Moscow, Russia) | CTO

- Led the technical division of an infosec-focused company, defining technical strategy and managing MBOs/KPIs to drive team performance and alignment with business goals.
- Spearheaded the development of the company's technical strategy and oversaw in-house product development for a proprietary IDS/IPS security system based on SNORT (C++, DPDK).
- Reorganization and optimization of the software development process, implementation of Scrum and DevOps practices.
- Re-equipment of the company's IT infrastructure, implementation of high-performance equipment, which freed up space and reduced energy consumption by 25%.
- Upgraded the Technical Support Center, streamlining tools and processes to improve efficiency and support quality.

May 2016 – January 2018 | **Technoserv Management LLC** (Moscow, Russia) | Business Development Director

- Launched Value segment services by leveraging the mobile operator's infrastructure, focusing on innovative IoT solutions, including an access control and video monitoring system for power supply facilities. The project was nationally recognized and received an award in 2017.
- Delivered a Safe City monitoring and decision-making system for urban infrastructure management. Participation in international projects (India, Safe City initiative).

April 2015 – April 2016 | **Technoprom LLC** (Moscow, Russia) | Infrastructure Projects Sales Director

- Oversaw enterprise software sales while collaborating closely with engineering teams to design tailored solutions.

April 2005 – March 2015 | **Cisco Systems** (Moscow, Russia) | Account Manager / Strategic Account Manager / Client Executive.

- Managed service provider accounts, leading strategic projects with MegaFon, one of Russia's top three mobile service providers.
- Fulfillment of annual sales plans for 8 years. Increased annual sales to a key customer by 10 times in 5 years. Various awards based on the results of the year.

Certifications

- AWS Certified Solutions Architect (re-certification in May)

Education

Applied Machine Learning, Skillfactory (2019)
Python for Data Analysis, Skillfactory (2018)
National Aerospace University (KhAI), Kharkiv, Ukraine
 Master's Degree in Aircraft Engineering / Minor - Computer Science