

Ivan Kosmaczewski

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Senior Business Systems Analyst & Technical Project Manager

[LinkedIn](#)

Internal Product & CRM Platform Owner

ADMIRAL MARKETS, Fintech, Internal product - CRM (SaaS)

Estonia (Remote)

Business Systems Owner | Technical Project Manager | Business Analyst.

2019 - 2023

Owned the evolution and operational delivery of the company's internal CRM ecosystem supporting Sales, Marketing, Customer Support, Compliance, BI, Finance and Management.

Acted as the primary bridge between business stakeholders, external development partner and internal engineering, ensuring business initiatives were translated into implementable system changes while maintaining platform stability.

- **Process Predictability: 90% of releases** met initial estimates
- **Product Issues Reduction:** Achieved a **10x reduction** in reported CRM issues
- **Enhanced Dialog Analysis:** Attained a **82% CSAT score** (omnichat & phone) through AWS Transcribe + OpenAI GPT
- **Ahead-of-Schedule Delivery:** Large CRM migration and other strategic projects accomplished ahead of schedule
- **Internal Service Desk: 3x acceleration of query resolution** for a growing number of requests by implementing the concept of the Internal Service Desk, later adopted by nearly all IT teams
- **Cost Reduction and Scalability: Slashed ~30% CRM development and maintenance costs** by applying Cost Optimization Techniques, while ensuring the continuation and enhancements of services

SELF-EMPLOYED, Improving Processes in Outsource Development IT Companies

Organizational Improvement Consultant

2018 - 2019

Often advising the additional roles of Project Manager and Business Analyst.

- **Client Retention: retained ~60% clients** who were considering canceling contracts due to failed expectations by revamped the development methodology at dzensoft.com, covering Project Management, Change Management, and Testing Processes, resulting in
- **Increased the number of onboarded clients:** Drove a **20% surge in onboarded clients** compared to previous quarters by enhancing the procedure for assessing the potential of new projects and re-engineering the pre-sales workflow (pre-sales surveys, checklists, proposal templates etc.)
- **Smooth Migration of Infrastructure:** Achieved **enhanced efficiency and reduced risks** by seamlessly migrating the company's domains, workflows, data, and records from Russian-based services (Yandex, Megaplan, Bitrix24) to a Western-based infrastructure, including Google Workspace, Asana/Trello, and Slack. This migration was executed with **minimal disruption to operations**, ensuring **data integrity**.

DOTCOM-MONITOR, Monitoring & Performance Testing (SaaS) & Outsource Development

MN,US (Remote)

Project Manager, Business Analyst, Technical Support Team Lead, and Technical Writer —

2010 - 2018

through these roles, I gained extensive experience in project delivery, business analysis, product development, and support operations. More on [LinkedIn profile](#)

- **MetricsView Linux Monitoring Solution:** Brought to life the [MetricsView Linux Monitoring](#) solution, guiding it from inception to amassing a robust user base. Ensured exceptional user satisfaction.
- **Load/Stress Test Project:** Orchestrated a [Load/Stress Test](#) project that is now widely used by major companies, including Dell, Citrix, Volvo, Comcast, and others.
- **Windows App to WebApp Migration:** Led the seamless migration of the Windows app to a cutting-edge WebApp for [industrack.com](#), enhancing user accessibility and usability.
- **iOS / Android:** Spearheaded the development (as PM/BA) of [industrack.com](#) **iOS** and **Android** clients starting from scratch and successfully launching them on the App Store and [Play Market](#), earning praise from early adopters.
- **Supervision of Tech. Support Specialists:** Diligently oversaw a dynamic team of tech support specialists, ensuring top-notch service and support for clients.

TOOLS

Atlassian (Jira, Confluence, Bitbucket); Asana; Redmine; MS Office (incl. MS Project, Visio); Fiddler; VMware vSphere; VMware Workstation; Oracle Virtual Box; SoapUI; Postman; Sketch; OS Platforms (Windows; macOS; Linux; iOS; Android; Windows Phone); MySQL/MS SQL, draw.io, Kibana, Browserstack

EDUCATION

Bachelor, Economics, MITSO university, 2008