

CONTACT DETAILS

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Lviv, Ukraine

SKILLS

- Technical Project Management
- End-to-End Delivery
- Project Planning
- Risk Management
- Dependency Management
- Release Management
- Agile Project Management
- Process Optimization
- Delivery Reporting & KPIs
- Cross-Functional Team Leadership
- Conflict Resolution
- Stakeholder Management
- Resource Planning
- Business Analysis
- Requirements Engineering
- UX / UI / User-Centered Design
- UX Research
- Prototyping
- Technical Transformation
- SDLC Management
- Product Management
- E-commerce Platforms
- AI-powered Product Delivery
- Web Development

Alyona Dukhnich

Technical Project & Delivery Manager | PMP®

Software Delivery • E-commerce • AI Initiatives • Cross-functional Leadership

SUMMARY

PMP-certified Technical Project & Delivery Manager with extensive experience leading cross-functional international teams and delivering complex digital products. Currently coordinating 5 technical teams (30+ specialists) on a large-scale US e-commerce platform, driving end-to-end delivery, technical modernization, process optimization, and AI initiatives. Combines hands-on software development expertise with strong stakeholder management, business analysis, and UX background.

CURRENT EXPERIENCE

Technical Project & Delivery Manager

Jul 2020 - Present

WiserBrand | USA | remote

- Lead end-to-end delivery of a large-scale US e-commerce platform, coordinating 5 cross-functional technical teams with 30+ specialists across multiple product and technology areas.
- Manage project planning, delivery priorities, resource allocation, timelines, dependencies, and risks to ensure predictable and high-quality releases.
- Coordinate international development teams and collaborate with business stakeholders, product owners, UX/UI designers, QA, DevOps, marketing, sales, and customer support departments.
- Translate complex business requirements into actionable technical specifications, development plans, and delivery milestones, aligning business objectives with technical execution.
- Oversee the software delivery lifecycle, including development workflows, code reviews, release management, deployment coordination, testing, and production monitoring.
- Drive technical transformation and AI initiatives, including LLM-powered interfaces, AI agents, generative AI solutions, and internal AI workshops.
- Establish and continuously improve Agile delivery processes, Jira workflows, cross-team communication, reporting, and automation across development and monitoring systems.

- Initiated and led the gradual modernization of a large-scale legacy e-commerce platform toward a Vue.js/GraphQL-based architecture.
- Led performance optimization initiatives that reduced page load time from approximately 11 seconds to 0.5 seconds.
- Contributed to product and technical initiatives associated with a 28% increase in revenue, 62% customer-base growth, and an 8.4% reduction in bounce rate.
- Established and optimized cross-team delivery workflows, implementing automation between Jira, Git, communication platforms, and monitoring systems.
- Led cross-functional delivery of AI-powered search, product recommendation systems, merchandising tools, promotional content management, and AI-assisted product image processing.

METHODOLOGIES & TOOLS

- Scrum
- Kanban
- Hybrid
- Continuous Improvement
- Jira
- Confluence
- Trello
- Asana
- Miro
- AI / LLM tools
- Google Analytics
- Figma
- A/B Testing
- Roadmapping
- Slido
- Planning Poker
- Grafana
- Git

EDUCATION

- Academy of Management
- Kharkiv State Academy of Culture

Master's Degree in Theory and History of Culture

- Kharkiv Computer College

Diploma in Office Administration and Business Communication

CERTIFICATIONS

- **Project Management Professional (PMP)®**
- Google Project Management
- Business Analysis Essentials

ACTIVITY

- Conducting AI workshops
- HTML/CSS/JS course teaching, HelloWorld, Kharkiv

LANGUAGES

- English - B2+
- Ukrainian - Native
- Russian - Fluent

PREVIOUS EXPERIENCE

Front-End Developer & UX/UI Designer

Jan 2020 - Jul 2020

Mimacom | Switzerland | remote

Contributed to the development and delivery of a large-scale healthcare platform serving multiple European countries, combining UX research, user-centered design, and hands-on frontend development.

- Conducted UX research and focus groups to identify user needs, validate concepts, and improve product usability.
- Contributed to product development by defining new features, optimizing user journeys, and translating business requirements into UX/UI solutions.
- Collaborated with international stakeholders and cross-functional teams to align product functionality with user and business needs.
- Facilitated regular product demos and feedback sessions, incorporating insights into iterative improvements.
- Designed and developed web and mobile applications, contributing to the successful delivery of an integrated healthcare solution.

Team Lead | UX/UI Designer | Front-End Developer

WiserBrand | USA | remote

Oct 2015 - Dec 2019

- Combined team leadership with hands-on UX/UI design and frontend development across complex web platforms and e-commerce projects.
- Led design and frontend development activities, coordinating team priorities, tasks, and delivery.
- Managed the complete UI delivery cycle - from requirements analysis and UX concepts to implementation and release.
- Developed and maintained multiple versions of corporate website and internal web solutions.
- Collaborated with business stakeholders and technical teams to deliver complex customer-facing solutions.
- Contributed to UX, frontend development, and performance optimization for a large-scale e-commerce platform.

Key project: HireRush - US-based Service Marketplace

Led UX/UI design and frontend implementation of a two-sided service marketplace from concept to launch, coordinating complex user flows, roles, and functionality.

The completed platform continued operating independently after project delivery.