

# GEORGI DIMITROV

Passioned Agilist and trainer with experience in Agile and Scrum

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Sofia, Bulgaria



## EXPERIENCE

### Senior Project Manager & Scrum master

DXC Technology.

March 2019 – Present Sofia, Bulgaria

*/ World's leading independent, end-to-end IT services and solutions company/*

- Senior Project manager, Scrum master and Agile Coach
- Manage Agile/Scrum projects from pre-discovery and ideation phase to successful product delivery within the end-customer.
- Deliver face-to-face and virtual trainings in Agile and Scrum, Presentation Practice Workshops and Creativity at workplace
- Mentor and training-buddy for other Project managers, Scrum masters and key-note speaker for Agile topics inside and outside the company
- Create and implement Agile delivery models through building and supporting Agile culture and application of best practices.

### Head of PMO and Project Manager

Stemo Ltd.

May 2017 – March 2019 Sofia, Bulgaria

*/Leading IT Integrator; HP, IBM, CISCO & SAP Platinum Partner in Bulgaria/*

- Managing complex IT projects from the pre-sales to post-sales implementation;
- Implementing and executing the project management through the best Agile, Scrum, Kanban and DevOps processes
- Working with domestic and international companies, while deploying projects within the Government, Public or Private sector;
- Setup and manage the Project Management Office (PMO)

### Telecom Operations Manager for EMEA Region

HP Inc.

August 2013 – May 2017 Sofia, Bulgaria

*/Leading Printing and PC Manufacturer in Fortune 500/*

- Managing Regional-wise Telecom Operation, with primary scope on the Commercial/Business Customers;
- Working in multinational environment and being successful in the project management while mediating between cultural, political and different environmental factors;

## PROJECTS

### Development web-based CRM interface application for the salesforce of large German telecom

2019 – 2021 Sofia, Bulgaria

#### Scrum master

Development and implementation of web-based application, which is using Oracle CRM services, but with simple and user-friendly interface, which is to be used by the customer salespersons, while making direct sales to end customers.

- Ensuring that goals, scope, and product domain are understood by everyone on the Scrum Team as well as possible;
- Finding techniques for effective Product Backlog management;
- Helping the Scrum Team understand the need for clear and concise Product Backlog items;
- Facilitating Scrum events as requested or needed.
- Coaching the Development Team in self-organization and cross-functionality;
- Helping the Development Team to create high-value products;
- Removing impediments to the Development Team's progress;
- Ensuring the Scrum Events take place and that the attendants understand the purpose;
- Teaching attendants how to keep the Scrum Events within their time-boxes;
- Ensure that people outside the Development Team who attend the Daily Scrum do not disrupt the meeting;
- Ensure the Sprint Retrospective is positive and productive;
- Act as a peer team member during the Sprint Retrospective and facilitate when asked or needed;
- Encourage the Scrum Team to improve continuously;
- Ensure all Scrum Artifacts are transparent and make sure the most appropriate practices are applied in the absence of complete transparency

### Development of SCADA system (SW&HW implementation)

2017 – 2018 Sofia, Bulgaria

#### Project manager and Scrum master

Development and implementation of state-of-art Cloud management system for managing the power and energy processes in the largest heating company on the Balkans + Development and production of physical hardware components to enable the homebased power-stations to be connected and managed by the Cloud management system.

- Building small to large scale customer service solutions in the Telecom field, like Speech Recognition, Avaya and Genesys
- Cloud based IVRs and call routings;
- Managing successful Contact Center's IT and Telecom transformations;
- Telecom Business Partner and Telecom Vendor management, incl. cost, price and service negotiation and management;

## Tools and Telephony Specialist

### Hewlett-Packard Global Delivery Bulgaria



 January 2010 – August 2013  Sofia, Bulgaria

*/HP CSC Sofia Organization provides to the entire DACH, CEE&MEMA and UKI Regions with L1, L0 and Dispatch remote support agent/*

- Business Continuity Project Manager and Lead for 500+ people site in Sofia;
- E2E Project Management for CRM and Tool Deployment for internal to the company customer case management tools;
- Project Managing the Organization's expansion with demand of building new IT and Telecom infrastructure on site;
- Being Telecom's and IT's direct point of contact on site level;

## Resource Control/Dispatch support agent for UKI

### Hewlett-Packard Global Delivery Bulgaria

 July 2007 – January 2010  Sofia, Bulgaria

*/HP CSC Sofia Organization provides to the entire DACH, CEE&MEMA and UKI Regions with L1, L0 and Dispatch remote support agent/*

- Supporting Mission Critical and Business Critical customers for arranging spare parts and field engineers for customer's equipment repairs
- Mentor and trainer for new comers in the Company and the team
- Administrative and pay-roll support for team of more than 60+ people

- Complete Agile project management - from early Presales phase to end product development and deployment process
- Project management of the Software development through the whole project lifecycle, following the best Agile and Scum practices
- Building and maintain strong relationship with customer Product Owner and key stakeholders - keeping customer's requirements completed and ensuring deep and extensive collaboration between the Business and Development teams
- Planning and executing on field installations and software deployment and integration.
- Managing complex project staff structure with 1 Product Owner and 50+ stakeholders; 15 developers, testers and system integrators (2 Scrum teams); 10 field teams installing the equipment on customer premises; 5 back-office support people.
- Building up and going live with Data Center environment.

## IT Audit and Development of auditing system

 2017 –2018  Sofia, Bulgaria

### Project manager and Scrum master

Complete audit of the IT software and hardware resources of the whole Public Administration in Bulgaria. Including 2800+ locations, more than 30 teams with 200 people engaged.

Also building new, user friendly software auditing system for the needs of the customer, which was used for the actual auditing process.

- Fully Agile implemented Project management - from early Presales phase to end product development and deployment process
- Acting as Scrum master and Product Owner of the Software development through the whole project lifecycle, following the best Agile and Scrum practices
- Strong Public customer's stakeholder management - keeping customer informed; communicating the latest project achievements, keeping regular reviews on the product development, so to capture any customer feedback and remarks on the ready to release product increments.
- Planning and execution of the field audit activities with all of the teams involved, including deep coordination with the end-customers who is being audited.
- Managing complex project staff structure: 20+ stakeholders; 8 developers, testers and system integrators; 30 field teams; 10 back-office support people – incl. help-desk support, business ops team and communication team.

## EDUCATION AND TRAININGS

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### Bachelor Degree in Philosophy

Sofia University St. Kliment Ohridski

### Master in Neuro-Linguistic Programming

Institute of Neuro-Linguistic Programming, Sofia

## LANGUAGES

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**Bulgarian** ★ ★ ★ ★ ★

Native

**English** ★ ★ ★ ★ ★

Proficient

## CERTIFICATES

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### CMMI for Project Managers

European Software Institute

### Project Management Professional (PMP)

Project Management Institute

### ITIL Foundation v.3

EXIN

### SAFe SA 5.0

Scaled Agile, Inc.

### PSM I

Scrum.Org

### PSM II

Scrum.org