

Sofia Zelenova Associate Director, Operations	California https://www.linkedin.com/in/sofiazelenova1/
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Education	Bachelor Degree in Applied Mathematics, 2011 National Technical University of Ukraine “Igor Sikorsky Kyiv Polytechnic Institute”, Kyiv, Ukraine
Languages	Russian and Ukrainian - native, English - advanced, German - beginner
Qualifications Summary	- Highly-skilled leader, excellent organizer, result-oriented, and customer-focused professional with almost two decades of experience in the software development industry. - Operations optimizer within the enterprise and startup environments. - An Agile practitioner with hands-on experience of being a scrum master and product owner inside of Fortune 500 companies and Gartner Magic Quadrant leaders. - Builder of distributed technical teams and a QA champion experienced in all phases of the software development lifecycle. - Operations Management - Program and Project Management - People Management - Leadership - Quality Assurance

Career Experience	Associate Director, Operations, Blizzard Entertainment, Irvine, CA (September 2023-...) My current responsibilities are: • Manage day-to-day activities and people of Project Management, LiveOps Production and Technical writing functions united under Service Technologies Operations umbrella. • Manage and align department’s operations with broader organization internal functions and business needs. • Help Service Technologies to be embedded into Microsoft/Xbox ecosystem to meet compliance criteria in operations and technology fields. • Program management of third-party integration projects. • Participate in the hiring and onboarding processes within our team and for other departments at Blizzard Entertainment. • Take care of our people, working in the hybrid model and distributed between offices in California, Texas as well as working permanently remote from various other locations. • Share project management and scrum best practices across the organization.
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Senior Project Management Lead, Blizzard Entertainment, Irvine, CA (November 2020-September 2023)

Led production team responsible for software development that enabled global customer support, localization, Battle.net and game development teams of such iconic franchises as World of Warcraft, Hearthstone, Warcraft Rumble, Diablo, Overwatch, Starcraft, to serve players world-wide.

- Managed and improved the day-to-day operations of multiple large-scale, global projects.
- Managed projects within constraints of time, budget, and quality in an Agile Scrum methodology.
- Reported on projects, offering insights to the business and technology teams to mitigate risks.
- Hold timely retrospectives, document, and track to completion delivery improvements across the organization.
- Worked directly with development, HR, marketing, finance, and support teams globally to seek feedback and understand complex design and business issues.
- Managed the performance of, and provided coaching, to producers/project managers on the team, fostering a highly productive, fun team environment.
- Identified change management opportunities and key areas for employee engagement.
- Organized and delegated the assignment of tasks for the project team. Ensure all resources are effectively allocated and tasked to keep all projects on schedule.

- Assisted in defining long-term strategy and roadmap for Service Technologies, aligned to overall corporate initiatives.
- Participated in the internal playtest for new games across Activision Blizzard King portfolio.
- Interviewed candidates for the new roles at Service Technologies, Battle.net and QA departments.
- Managed LiveOps, ensure our products and services meet defined uptime targets in production.

Solutions Engineer Lead, Capital Group, Los Angeles, CA (July 2019 – December 2019)

Led the engineering team through new financial product design, web and mobile application development. Advised senior leadership team on how to establish and scale Scrum process among business, application development, cognitive services, and data science teams under one program umbrella.

- Developed, maintained, and updated integrated project and program plans ensured alignment of these plans across functions and with team leadership.
- Implemented Scrum methodology to facilitate project development for the new program. Was an admin for the JIRA project, created scrum boards, reporting dashboards, and kept project documentation up to date within Confluence. Supported cross-teams knowledge sharing efforts. Coordinated production releases.
- As part of the senior leadership team formed an Agile Guild focused on standardizing best practices across the engineering teams. Created Guild's vision, roadmap, and backlog to enhance the transparency of team progress, which increased shared experiences among Scrum Masters and teams, decreased project budgets, and replaced the dependency on third-party vendors with a focus on internal Scrum Master development.
- Executed functional, GUI, usability, regression, cross-browser, and cross-platform testing of web and iOS mobile applications.
- Coordinated the team as the first in the company to implement the new QTest test management system which was selected to replace JIRA Zephyr and HPQC used before across the IT department.
- Interviewed candidates for the summer program internship.

Director, Engineering GlobalLogic Inc., Los Angeles, CA and Deerfield, IL (July 2017 – May 2019)

Managed two programs and hired skilled teams developing web-based and mobile native applications for the pharmaceutical sector and venture capital startups. Delivered microservices-based pharmaceutical platform that replaced a 20 years-old solution with a monolithic architecture. Launched to market new software products for clients in financial, energy, and automotive domains.

- Established and managed the engineering delivery centers with large onsite and offshore teams comprising over 100 developers, QA engineers, DevOps engineers, Agile coaches, Scrum Masters, and Product Owners. The centers returned \$15.7M in annual revenue, significantly decreased employee turnover, and optimized the product delivery cycle by reducing time to market.
- Aligned GlobalLogic and clients' architecture, DEV, QA, and integration teams, acted as a mediator to find compromising decisions where needed.
- Established effective, accurate, and timely communication within cross-functional teams to achieve key program objectives. Provided visibility to executives on overall program health status, timelines, and adhere to the long-term product roadmap. Designed dashboards and reports to increase program transparency and visibility for senior leaders and teams. Defined program KPIs and quality metrics.
- Multi-hatted as a Technical Product Manager, Scrum Master, and Release Manager for almost a year during new product development in the financial domain venture.
- Assessed business requirements, system designs, product architectures, and UI models. Created setup instructions, release notes, support models.

Senior Manager, Engineering GlobalLogic Inc., Bellevue, WA (August 2016 – June 2017)

Played the role of a Product Owner and Scrum Master in two teams for the client's Operations department (in the world's sixth-largest information technology company by revenue) for almost a year. Helped the Sales team to expand our partnership with clients which resulted in \$2.1M of annual revenue.

- Gathered requirements from the senior product manager and stakeholders. Broke down the scope into epics and user stories. Created the product roadmap, workflow diagrams.
- Reviewed desktop, and mobile UI prototypes, reviewed product Help Content, created security threat models, localized UI into the Russian language.
- Established and maintained healthy relationships with client and third-party vendors.
- While being a scrum master, adopted the company's Agile recommendations to the particular team and project needs.
- Tested web-based applications all the way from QA to production environment.
- Hired, onboarded, and managed software engineers integrated into client's teams from CRM and Cognitive services business lines. Managed new GlobalLogic office space opened in Bellevue.

Manager, Engineering GlobalLogic Inc., Bellevue, WA (August 2015 – July 2017)

Managed a program consisting of five projects for the company specialized in digital advertising.

- Worked with business stakeholders, executive leadership, and the GlobalLogic delivery team to define product delivery roadmap, development standards, key technology decisions, and release cadence.
- Identified opportunities for standardization of process and working best practices, recommended implementation plan, and rolled out changes across the client's delivery division (80+ people).
- Created a program plan and defined metrics, reported program status to the senior leadership team, and managed client relationships.
- Helped increase company and brand awareness in the local market as a member of the speaking panel at the Seattle Tech Days 2016 Conference.

Manager, Engineering GlobalLogic, Kyiv, Ukraine (August 2013 – July 2015)

Managed multiple projects and hired teams (50+ people: Dev, QA, DevOps, Support) based on project landscape and complexity. Delivered desktop, web-based, and mobile native software applications for IT infrastructure management and online advertisement sectors.

- Established and maintained healthy relationships with clients and third-party vendors.
- Conducted quarterly program reviews to provide updates on key issues and progress to senior management both within GlobalLogic and clients.
- Coordinated internal departments (IT, Travel, Finance, Delivery, Recruitment, HR, Sales) to fulfill positions requirements during hiring phases and support employees on a day to day basis. Interviewed candidates, made hiring/firing/promotion decisions. Onboarded and mentored newcomers. Assisted in the professional growth of team members by providing feedback, building career plans, and evaluating their performance regularly.
- Reviewed product requirements, distributed sprint tasks, defined strategic and tactical QA effort, created project documentation.

Additional Experience

- **Founder and CEO** (March 2019 - July 2019) • Invest Inn LLC, Lomita, CA, United States
- **QA Team Lead, Scrum Master** (August 2011 – July 2013) • GlobalLogic, Kyiv, Ukraine
- **Senior QA Engineer, QA teacher in Software Testing Training Center** (December 2009 - July 2011) • GlobalLogic, Kyiv, Ukraine
- **QA Engineer** (October 2008– November 2009) • GlobalLogic Kyiv, Ukraine
- **Junior QA Engineer** (June 2008 - August 2008) • Logrus, Kyiv, Ukraine
- **The operator of commodity accounting** (December 2007 - May 2008) • Fozzy-Group, Kyiv, Ukraine
- **Computer courses teacher** (November 2006 - December 2008) • Lider, Kyiv, Ukraine