

Pavel Kuzko

Senior Technical Delivery Manager

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PROFESSIONAL SUMMARY

Senior Technical Delivery Manager with 15+ years delivering complex digital programmes across Financial Services, LegalTech, and B2B SaaS. I specialise in bridging the gap between business strategy and technical execution - leading teams that ship products on time, on budget, and with measurable impact.

Recent Achievements:

- Delivered AI analytics platform from 0 to 148,000 users and £500k ARR in 18 months
- Led digital transformation at Legal 500 firm, reducing sales cycle by 50% through intelligent automation
- Managed distributed engineering teams across 4 time zones while maintaining 0.80 OKR performance
- Reduced operational costs by £200k through workflow automation and process optimisation

CORE COMPETENCIES

Technical Leadership: Python (Django, FastAPI) • PostgreSQL • Docker • Kubernetes • GCP • ML/AI Implementation • API Design

Delivery Management: Agile/Scrum • Digital Transformation • Programme Delivery • Stakeholder Management • Team Leadership

Industry Expertise: Financial Services (Banking, Insurance) • LegalTech • B2B SaaS • Process Automation

Compliance: GDPR • UK Financial Regulations (FCA) • Legal Sector (SRA)

PROFESSIONAL EXPERIENCE

Sterling Law | London, UK

Senior IT Project Manager / Technical Delivery Lead

November 2024 – Present

Leading digital transformation and AI implementation at Legal 500 immigration law firm (£5M+ revenue, 200+ corporate clients).

- Implementing AI-powered case management system to automate legal workflows and improve client experience
- Managing CRM redesign project, reducing manual processing time by 60% and case turnaround by 30%
- Leading cross-functional delivery with legal teams, operations, and external vendors
- Establishing Agile practices and product delivery framework across the organization

Telegram Insights | Remote

Co-Founder & Technical Delivery Lead

June 2023 – Present

Side project that grew into commercial B2B SaaS product serving marketing agencies and fintech companies. Led product development of AI-based tools for Telegram audience analysis from concept to £500k ARR.

- Designed and implemented machine learning system for automatic interest classification with 85% accuracy
- Managed technical roadmap, Agile delivery, and coordination between backend, ML, and UI teams
- Launched 3 products: Interest Profiler Bot (118k+ users), Profiler History Bot (28k+ users), Audience Insight Bot (1,980+ paying users)
- Achieved scalable data processing pipeline using Python, Django, Celery, Docker, Kibana, and PostgreSQL
- Enabled fintechs, banks, and marketing agencies to segment and evaluate Telegram audiences

Bug Free Immigration | London, UK

Technical Delivery Manager (Contract)

June 2023 – January 2025

Drove digital transformation for immigration consultancy processing 500+ client applications annually through end-to-end automation.

- Designed and implemented AI-powered CRM automation system covering full client journey
- Built ML-based affordability and eligibility scoring system, improving lead qualification accuracy by 45%
- Automated 80%+ of client pipeline, reducing manual work from 40 hours/week to 8 hours/week

- Increased conversion rate from 8% to 18% through automated nurture campaigns and multi-channel integration

Previous Experience (2012-2023)

Held progressive IT Project Management and Product Management roles across leading Russian financial institutions and technology companies:

- **TransContainer (2022-2023):** Senior Project Programme Manager - Led digital transformation initiatives for Russia's largest container operator
- **Promsvyazbank (2021-2022):** Digital Project Delivery - Managed banking platform modernization and digital services launch
- **Rosgosstrakh (2019-2021):** Product Manager - Delivered insurance tech platform serving 50K+ monthly users
- **Sberbank (2016-2017):** Product Manager - Developed internal BI platform for Russia's largest bank
- **Earlier roles (2012-2016):** Project Manager and Delivery Manager positions in insurance and fintech sectors

EDUCATION & CERTIFICATIONS

Mordovia State University, Russia

Master of Economic Science | 2005 – 2010

Professional Certifications:

- Certified Scrum Master (ScrumTrek)
- Data-Driven Product Management (GoPractice)
- Software Product Management Specialization (Coursera)
- IELTS Academic for UKVI

ADDITIONAL INFORMATION

Work Authorization: Skilled Worker visa holder, eligible for sponsorship transfer to new employer

Languages: English (Fluent - Professional Working), Russian (Native), Ukrainian (Limited Working)

Location: London-based, available for hybrid or office-based roles

Notice Period: Negotiable with current employer