

# DMYTRO SKRYPKA

Technical, Product & Operational Director

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*You have a problem you don't know how to solve — put me on it.*

## ABOUT

Dmytro Skrypka is a seasoned technical and operational consultant and project leader with over 20 years of experience spanning Telecommunications, Supply Chain, and Software Development. His combined expertise as a Business Analyst, Data Analyst, Product Owner, Delivery Manager and Technical Director enables him to solve complex operational and technical problems across industries. Dmytro has a proven track record of building teams from scratch, rescuing projects from financial ruin and operational collapse, and delivering measurable business outcomes through data-driven decision making and process optimization.

Dmytro holds a Master's degree in Computer Science (Applied Mathematics) from the National Technical University of Ukraine 'Kyiv Polytechnic Institute' and a winner of several regional math competitions.

## WHAT I DELIVER

### SOLUTION

BSS/OSS system design, activation portals, partner integrations, billing reconciliation, reporting systems.

### DELIVER

Sprint planning, team buildout, stakeholder management, release management, project rescue and turnaround.

### OPTIMIZE

Business process redesign, process automation, data analysis and BI, inventory optimization, workflow automation.

## DOMAIN EXPERTISE & CORE COMPETENCIES

Telecom & Technology	Operations & Delivery
SaaS Product Management	Scrum / Agile Delivery Management
MVNO Technical Operations	Team Building & Scaling
Billing, Activation & Provisioning	Project Rescue & Turnaround
Supply Chain & Inventory Systems	Process Automation & Optimization
OSS/BSS Integration & Migration	Data Analysis, BI & Reporting
Technical RFI/RFP Preparation & Evaluation	Problem Solving (TRIZ Methodology, Data Flow Mapping)

## ENGAGEMENT MODELS

### RETAINER

Monthly packages with dedicated hours at Advisory, Strategic, or Operational levels. Predictable budgeting with flexible scope.

### PROJECT (SOW)

Fixed-scope engagements with defined deliverables, timelines, and milestones. Ideal for integrations, buildouts, and turnarounds.

### HOURLY

Ad hoc consulting for technical reviews, advisory sessions, and short-duration problem solving. No long-term commitment required.

### FULL TIME

Senior embedded partner, bringing continuity, institutional knowledge, and strategic depth. Open to the right opportunity.

## WHY WORK WITH ME

### Battle-Tested Operator

11 years at Ericsson and another 10 in IT operating in USA, Eastern Europe, Central Asia, and France. I've seen every failure and success mode from a startup to multinational corporation. FBI background check cleared for government and carrier-grade implementations.

### Team Builder

Built and managed operational and development teams. I define roles, I hire, train, and ship.

### Measurable Results

€1.2M inventory reduction. €1.5M supply chain savings. Rescued projects from financial ruin, technological and operational collapse. I move the numbers.

### Full-Stack Technologist

CS degree, SQL, VBA, SAP, Power BI — a deep technical foundation built before AI. Now applying that same rigor as I transition to AI-augmented delivery and tooling.

## WORK EXPERIENCE

### ◆ Qué tal Móvil — MVNO on T-Mobile & AT&T Networks | Denver, CO (Remote)

#### **Technical Operation Director** | Jan 2025 – Present

- Lead all integration teams across BSS system design, activation portal and digital sales channel integrations
- Own technical product requirements (use cases, functional and API specifications, sequence diagrams)
- SDLC management with partners and offshore teams
- Designed internal reporting tools and automated financial reconciliation processes
- Launched lightweight market-testing platform ahead of full BSS buildout
- Reconciled invoices to recover \$500K in carrier credit notes
- Workflow automation with n8n

### ◆ B2B Soft — Integrated Wireless Retail Management Platform | New York, NY (Remote)

#### **Technical Solutions Director** | Aug 2021 – Jan 2025

- Managed partner engagements and joint product development projects with partners including Amdocs and Salesforce
- Led technical sales engineering in collaboration with Business Development team
- Developed configurable pricing calculation tool to ensure controlled deal marginality
- Signed major deal with Cricket Wireless

#### **Delivery Manager** | Apr 2023 – Jun 2024 (concurrent with above)

- Managed cross-functional development team (Business Analysts, Developers, QA)
- Owned sprint planning, capacity management, and release cycles using Scrum
- Served as liaison between Product, Project Management, and Customer Support stakeholders
- Ramped up delivery for major product release
- FBI background check cleared for Cricket Wireless SaaS implementation

#### **Senior Business Analyst** | Oct 2018 – Jul 2021

- Proxy Product Owner for Reporting and Business Intelligence modules (US & Canada market)
- Established 2-tier Product Roadmap process
- Re-designed SDLC to combine Scrum and Kanban covering BA and Product workstreams, and introduced structured Production incident management process
- Built and led Business Analysis mentorship practice company-wide
- Mentored two Technical Support employees through transition to Business Analyst roles, both receiving internal promotions
- Designed revamped logic in Retail KPI & Commissions sub-module
- Proposed, designed and launched the company's first embedded Power BI analytics module for end customers

### ◆ MobiChord (now Brightfin) — Technology Expense Management on ServiceNow | Salt Lake City, UT (Remote)

#### **Product Owner** | May 2018 – Sep 2018

- Combined Product Owner and Scrum Master roles for ServiceNow-based application
- Owned technical requirements for Fixed Line Expense Management Module
- Identified and proposed resolution for a conceptual flaw in core product design

#### **Head of Carrier Integration/Senior Systems Analyst** | Nov 2016 – May 2018

- Owned technical requirements for Automated Invoice Processing
- Built and trained a 12-person team of analysts and developers from scratch
- Managed delivery of multiple projects focused on automated invoice processing
- Established process, roles, and tooling for newly formed Operations function
- Transferred delivery ownership from R&D to Operations to align on process and business goals
- FBI background check cleared for Utah government client ServiceNow implementation

### ◆ Ericsson | 11 years

#### **Consulting & System Integration Project Manager — Eastern Europe** | Jan 2013 – Oct 2016

- Delivered OSS/BSS integration projects to Azercell (Azerbaijan) and Kyivstar (Ukraine) to 5-star customer satisfaction and within budget
- Managed pre-sales and start-up phase for projects across Eastern Europe and Central Asia

- Led Managed Service Transition & Transformation project for Vimpelcom Russia including Spare Parts Management due diligence
- Implemented MSTOP (ITIL Framework) for Managed Service operations
- Identified critical flaw during due diligence that prevented a bad contract

**Senior Operations Consultant, Project Manager — France** | Apr 2011 – Dec 2012

- Supply and Operations process analysis, development and problem solving consulting
- Designed and implemented customized Supply Chain processes for Orange France 4G Roll-out
- Designed and built planning tool for order forecasting, stock replenishment and inventory control (ETL from 3 non-integrated systems and optimization formula design)
- Reduced inventory by €1.22M through process redesign and tooling
- Delivered €1.2M in operational and supply chain savings
- Developed SAP automation script — estimated €300K savings
- Saved project from being denied further financing by Regional Head
- Member of Ericsson Global reference group for Supply Chain Segmentation Project

**Operations Consultant, Project Manager — Ukraine & Global** | Oct 2005 – Apr 2011

- Project turnaround to eliminate delays and penalties for hardware delivery — reduced penalties 90% (~\$300K/year)
- Redesigned sales process and aligned with SOX requirements
- Implemented PROPS-C Global Sales and Project Management Methodology
- Implemented Purchase Order Handling Process — adopted as Best Practice reference in Ericsson globally
- Designed supply planning process adopted globally as Ericsson's "Near Time Facts" process
- Introduced Supply Project Manager role — subsequently established as a global Ericsson job function
- Financial & material stock rotated in under 10 days with immense volumes (2000+ RBS/quarter) — best result globally
- Reduced flight and courier shipment costs by 85% YoY at same or higher volumes

## EDUCATION

**Master's degree, Computer Science (Applied Mathematics)**

National Technical University of Ukraine 'Kyiv Polytechnic Institute' | 1998 – 2004

## SKILLS & TOOLS

<b>Domains</b>	Telecom/MVNO, BSS/OSS, SaaS Product Development, Supply Chain & Inventory, Wireless Retail
<b>Delivery</b>	Scrum/Agile, Kanban, Sprint Planning, Release Management, SDLC, ITIL/MSTOP
<b>Technical</b>	SQL, VBA, SAP, Power BI, ServiceNow, Excel (advanced), REST API, ETL, Jira, Confluence, Miro
<b>AI Tooling</b>	Claude.ai (active use in delivery and analysis workflows)
<b>Problem Solving</b>	TRIZ Methodology, Data Flow Mapping, Business Case Modeling
<b>Leadership</b>	Team building and scaling, mentoring and career development, performance management (incl. terminations), conflict mediation, cross-cultural team leadership (US, Eastern Europe, Central Asia, France)