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AI Program Manager with 7+ years delivering AI-powered products and multi-market tech programs across iGaming and e-commerce, including GR8 Tech (formerly Parimatch Tech, one of the world's largest iGaming B2B/B2C platforms, comparable to Sportradar and Kambi) and Eldorado.ua (comparable to Best Buy). Specializes in **AI product program delivery** across ML engineering, backend, legal, and compliance teams, with experience **running concurrent multi-market programs under regulatory and licensing constraints** across 20+ markets spanning betting and gambling verticals. Experienced working across distributed, multi-cultural teams in 3+ time zones with competing priorities and fast-changing regulatory environments.

- **AI Program Delivery:** Running delivery of AI-powered platform programs across ML, backend, compliance, and regional teams, from initial scoping through production rollout
- **Multi-Market Regulatory Programs:** Full program ownership across 7+ licensed countries, including licensing compliance, KYC/AML flows, and responsible gambling controls
- **Stakeholder and Escalation Management:** Connecting engineering, legal, compliance, and business teams; running OKR planning cycles and executive-level reporting
- **Async Program Operations:** Building Jira-based workflows, capacity planning systems, and onboarding documentation for distributed teams across multiple time zones

KEY ACHIEVEMENTS

- **Launched a 24/7 live betting vertical from scratch:** identified a nighttime engagement gap through competitive analysis (AI-assisted market research and demand validation), sourced players from a university table-tennis team, ran a daytime pilot, and scaled it into a fully operational live-streaming-and-betting product within 9 months — generating revenue during nighttime hours the platform previously had no product for
- **Delivered AI-powered recommendation and personalization systems as program lead:** coordinated ML and backend engineering teams from roadmap through production, shipping a live, real-time personalization system that integrated OpenAI API-based services and n8n-automated data flows across all active markets
- **Shipped a responsible gambling compliance program for a regulated market,** including Diia identity verification and deposit controls with affordability and source-of-funds checks - used Make automation to coordinate compliance documentation flows and approval handoffs across legal, engineering, and regional teams, enabling the platform to meet licensing requirements and retain its operating license
- **Expanded the platform into the Indian market by leading delivery of a new cricket betting line:** used AI-assisted research to map regulatory requirements and competitive landscape, translated findings into a phased rollout plan, coordinated product, engineering, and the regional team, and launched a live, compliant product, giving the platform its first active presence in the Indian market
- **Built and scaled a 4-PM program team with oversight across a 20+ market portfolio:** established planning, workflow, and onboarding systems from scratch using no-code AI automation (Make, n8n, Lovable) to handle routine reporting, status syncs, and internal tooling - resulting in a team that operated independently across all active markets without requiring routine escalation to senior leadership

Expertise in **AI program delivery, multi-market regulatory coordination, cross-functional stakeholder management, and async distributed team operations.**

Authorized to work for any U.S. employer without visa sponsorship.

PROFESSIONAL EXPERIENCE

GR8 Tech

July 2022 – June 2026

B2B iGaming technology platform handling 200,000+ concurrent users and 54,000+ transactions per second across regulated markets

AI PROGRAM MANAGER | TECHNICAL PROGRAM MANAGER

Led delivery of AI-powered platform programs across ML, backend, compliance, and regional product teams. Managed 4 PMs, owned sprint planning and capacity allocation, and handled cross-team escalations.

- **Managed roadmap sequencing, sprint milestones, and cross-team dependency resolution across ML, backend, and data science teams:** used AI Agents orchestration to surface dependency conflicts early and automated blocker tracking via n8n - ensuring no market release was delayed due to unresolved cross-team dependencies
- **Aligned stakeholder requirements across engineering, compliance, legal, and regional product teams:** used AI-assisted summarization and automated Confluence documentation flows to capture and distribute decisions from structured review cycles with up to 5 stakeholder groups per sprint - keeping every team working from the same approved requirements and reducing rework from conflicting inputs
- **Designed a daily capacity tracking system for 4 PMs and up to 5 stakeholders:** automated workload logging and sprint capacity reporting via Make, allowing real-time visibility into team load and enabling resource reallocation within hours when unplanned regional requests arrived mid-cycle
- **Replaced top-down target-setting with OKR-based quarterly planning:** used AI-assisted analytics to help PMs build forecasts directly from delivery data, giving them a documented, fact-based position when negotiating scope with senior stakeholders and eliminating guesswork from quarterly target-setting
- **Standardized async-first delivery operations** by routing all blockers, decisions, and change requests through Jira with assigned ownership, and deployed n8n-based automation to trigger status updates, escalation alerts, and deadline reminders without manual input - eliminating unplanned meetings and giving every open issue a documented owner and resolution timeline
- **Established a structured onboarding system for the program team:** used AI Agents and Make automation to generate, maintain, and distribute workflow documentation at scale, and built internal onboarding tools in Lovable without engineering involvement - so new PMs

could access up-to-date process standards from day one and operate independently without depending on senior team members for day-to-day guidance

Parimatch Tech**February 2020 – June 2022**

International betting and gaming brand with 30+ years in market, 3,000+ employees and operations across 15 countries, with millions of users.

Brand portfolio included sponsorships with UFC / Conor McGregor, Everton FC, and Juventus. Rebranded to GR8 Tech in 2022

TECHNICAL PROGRAM MANAGER

Managed delivery across 13+ simultaneous regional products in 7+ countries and 3+ time zones. Responsible for regulatory compliance, localization, and phased market rollouts across all active regions.

- **Sequenced market entry** across 13+ independent regional products: prioritized launches by **regulatory complexity, licensing cost, and addressable market size**, which reduced compliance risk at go-live and allowed engineering to complete one market before the next one
- **Resolved cross-market delivery blockers requiring legal, compliance, or senior leadership input:** prepared each escalation with full context and a recommended resolution option, enabling decisions to be made in a single meeting and keeping regional programs from stalling on approval dependencies
- **Oversaw external design and content agencies across concurrent regional launches:** defined deliverable standards, set deadlines, and enforced local language requirements and licensing content rules across all active markets simultaneously, ensuring no market launch was delayed or blocked by late or non-compliant agency output
- **Created a program-wide effort tracking system:** captured estimated vs. actual hours per task across all teams, giving leadership accurate per-project effort reporting each month and making it possible to surface resourcing issues before they caused schedule delays
- **Ran consolidated weekly reporting across all active markets for senior leadership:** one standardized format covering delivery status, open risks, and decisions required, replacing separate regional update requests with a single consolidated record

Eldorado.ua**May 2017 – December 2019**

Leading consumer electronics e-commerce retailer comparable to Best Buy, with 120+ physical locations.

PROJECT MANAGER

Coordinated delivery across 3 team leads and up to 18 specialists, translating category business priorities into weekly execution plans and tracking progress against coverage and traffic goals.

- **Held daily planning syncs with category managers and 3 team leads:** converted business updates into prioritized weekly task lists for 18 specialists, giving every team member a clear work queue at the start of each day and eliminating time lost to unclear priorities
- **Owned catalog coverage planning across the full product range:** sequenced **keyword research, filter builds, and category expansion** across 3 teams, ensuring every product category had complete search coverage with no segment missed or duplicated
- **Monitored daily performance in Google Search Console:** detected traffic drops, ranking changes, and technical errors and redirected team priorities the same day, preventing issues from compounding and keeping organic search coverage on target across all active categories

EDUCATION

Bachelor's Degree in Business Administration, NUT

PROFESSIONAL DEVELOPMENT

Certified Scrum Product Owner, Scrum Alliance

Google AI Essentials, Google

Google Project Management Certificate, Google

COMMUNITY LEADERSHIP

Program Management Mentor: conducted one-on-one mentoring sessions with project and program managers on career positioning and integrating AI tools and no-code automation into day-to-day program delivery

Speaker and Workshop Facilitator: presented on cross-market program delivery, regulatory compliance coordination, and building AI-powered async operations for distributed teams - including practical sessions on no-code automation (n8n, Make) and AI Agents orchestration for program management workflows

EXECUTIVE STRENGTHS

Program Management, Technical Program Management, AI Program Delivery, Cross-Functional Leadership, Multi-Market Program Delivery, Regulatory and Compliance Coordination, Stakeholder Management, Dependency Management, Sprint Planning, Backlog Management, Risk Management, Capacity Planning, Release Management, OKR Framework Design, Process Documentation, Change Management, Vendor and Agency Management, Remote and Distributed Team Leadership, Conflict Resolution, Influencing Without Authority, Coaching and Mentoring, Executive Communication, Agile and Scrum, Kanban, Waterfall and Hybrid Delivery

TECHNICAL SKILLS

Jira, Confluence, ClickUp, Trello, Notion, Asana, Miro, Slack, Microsoft Teams, Zoom, Google Workspace, Looker Studio, Tableau, Amplitude, Google Analytics, Google Search Console, Power BI, Figma, Postman, SQL, ChatGPT, Claude, Canva, n8n, Make, Lovable, OpenAI API, AI Agents Orchestration, No-Code AI Automation, Zapier, Prompt Engineering