

Ilya Lakiza

PRODUCT OWNER | PROJECT MANAGER | AI FIRST



📍 Minsk, Belarus

☎ +375 (25) 726-65-23

✉ vadtea95@gmail.com

✈ @Essential95

👤 30 y.o.

🌐 English B2 · Russian native

PROFILE

Product Owner with 5+ years in EdTech and a systematic approach to product growth. I combine first-hand user understanding gained in client-facing roles with analytics and process management: translating business goals into a clear team plan, and customer feedback into product decisions. 3+ years of hands-on expertise in AI and automation, with 100+ delivered projects – from business-process automation to full products.

EXPERIENCE

June 2023 – May 2026

3 YEARS

Product Owner

Rocket Tech School, Batumi – EdTech platform: a CRM for managing lessons, users and teachers, plus student and tutor workspaces with built-in video calls

- Led platform development from scratch: 3,000+ active students, 5,000+ sessions per month, MAU growth of 20%+.
- Built product strategy and roadmap on CustDev, JTBD and CJM research, which drove 5 major product iterations.
- Cut time-to-market by 30% by introducing Scrum with Kanban elements in a cross-functional team; facilitated planning, grooming, stand-ups, demos and retros.
- Authored product requirements and technical specs: user stories, acceptance criteria, business logic and integration descriptions.
- Introduced data-driven decision-making: A/B tests and dashboards (Google Analytics + SQL) – +15% conversion on key UX flows.
- Automated operations with n8n and LLM integrations (ChatGPT / Claude) – 25% less manual team load.
- Owned the full backlog cycle with RICE/ICE prioritisation and feature acceptance: 90%+ of releases shipped on time.

November 2022 – June 2023

8 MONTHS

Head of Technical Support

Rocket Tech School, Batumi

- Grew the support team from 0 to 12 people; team NPS +35% and turnover -25% through mentoring and regular 1-on-1s.
- Designed the KPI system: ticket handling time -40%, FCR 78%.
- Automated processes (AI + Wazzup + Omnidesk) – 30% less manual work; integrated AmoCRM and AlfaCRM with external services.
- Built real-time dashboards and introduced RCA on ticket causes – total ticket volume -18%.
- Created a knowledge base and training system: onboarding shortened from 3 weeks to 7 days.

February 2022 – November 2022

10 MONTHS

Technical Support

Rocket Tech School, Batumi

- Supported 2,500+ clients remotely, up to 100 tickets a day within SLA; spotted systemic failures through ticket analysis.
- Maintained CRM history and analytical reports that laid the groundwork for later automation.
- Proposed script and template improvements based on recurring request patterns; trained newcomers and was the point of contact for complex cases.

November 2021 – February 2022

4 MONTHS

QA Engineer

Yandex, Moscow

- Analysed requirements and user scenarios, wrote checklists and test cases.
 - Manual functional, regression, integration and UI/UX testing; defect reporting and prioritisation.
 - Worked closely with developers, analysts and product managers.
-

SKILLS

PRODUCT: Product Roadmap · CustDev · JTBD · CJM · User Story Mapping · User Flow · RICE/ICE · A/B testing · systems analysis · business requirements

PROCESS: Scrum · Kanban · Agile · Waterfall · developer task setting · backlog management

TOOLS:

 SQL

 Python

 REST API

 n8n

 Supabase

 Firebase

 Figma

 Miro

 Jira

 Confluence

 Notion

 Google Analytics

 Power BI

 Microsoft Clarity

 Git

 ChatGPT

 Claude

LANGUAGES: Russian – native · English – B2

EDUCATION
& COURSES

2025 Product Manager – Eduson

2024 Product Manager – ProductStar

2022 QA Engineer – courses by A. Rusov and V. Ksendzov

2017 College of Business and Law – Faculty of Economics, economist

ADDITIONAL

Belarusian citizenship; work authorisation in Belarus and Russia. Open to business travel. Category B driving licence, own car.