Pavel Sergeyevich Pavlov

Technical Product Manager / Product Owner - B2B Cloud, Infrastructure, AI/GPU, HR-Tech

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Telegram: @Pavlov_Pavel_IT | Open to hybrid / remote work / office-based roles in Saint Petersburg

Technical product leader with 5+ years of experience managing a B2B cloud portfolio and infrastructure projects at ITGLOBAL.COM. Manage a product portfolio exceeding RUB 3 billion per year. Deliver end-to-end products, from the initial idea and negotiations to solution design and integration into the client's systems. Lead cross-functional work across sales, presales, marketing, engineering, DevOps, analytics and Commercial. Experience with HR-Tech (Payroll) in FinTech. Seeking Product Manager / Technical Product Manager roles in product and cloud teams at technology companies.

PRODUCT EXPERTISE

- **GPU Cloud (AI Cloud, GPU Dedicated) | Internal ITGLOBAL product:** competitive analysis, MVP pricing lineup and development backlog; 3 GPU Dedicated contracts with monthly OPEX starting at RUB 1.7 million.
- **End-to-end cloud platforms | 3 B2B projects:** solution Product Owner - discovery, MVP, go-to-market, success metrics and iterations; one case received a Computerra award.
- **ITSM platforms | 2 projects (100 and 1,500 agents):** discovery, MVP configuration (Incident/Request/Change), success metrics (SLA, FCR) and post-launch iterations.
- **GPU infrastructure (H200/B200/B300) and enterprise infrastructure:** MVP cluster configuration and virtualisation architecture for the largest client.
- **WAF + AntiDDoS | 2 projects:** threat analysis, MVP filtering policies, pilots and scaling.
- **Payroll solution (Raiffeisenbank, Sber):** implementing payroll programmes as a B2B product for large corporate and international clients.
- **Vendor expertise:** 30 certifications from NetApp (AI Solutions, Cloud Native, Hybrid Cloud), Dell (Sales / Service Engineer) and Fortinet (NSE 1-3, Certified Associate / Fundamentals Cybersecurity).

CORE COMPETENCIES

- End-to-end IT product development; B2B project portfolio management exceeding RUB 3 billion per year.
- Product strategy and target metrics: Revenue, LTV, Retention, DAU/MAU; pricing, monetisation and unit economics.
- Budgeting and CAPEX/OPEX evaluation; stakeholder management at CEO, CEO-1 and CEO-2 levels.
- Backlog management, discovery and delivery processes; Agile (Scrum, Kanban) and Waterfall project management.
- Discovery research: customer journey mapping (CJM), user scenarios and growth opportunities; competitive analysis, hypotheses, pilots and iterations.
- Product analytics and experiments: A/B testing and funnels.
- Technical skills: VMware, KVM, SQL, virtualisation, GPU infrastructure (H200/B200/B300), ITSM/ITAM/CMDB, WAF, NetApp, Dell and Fortinet.

PROFESSIONAL EXPERIENCE

ITGLOBAL.COM | Consulting / Integration / Cloud Solutions | 2024 - present

Product Manager (Cloud & Infrastructure product portfolio)

Core responsibility: managing a portfolio of B2B cloud and infrastructure projects exceeding RUB 3 billion per year to achieve product and financial targets.

Team: cross-functional team of up to 15 people across Sales, presales, marketing, engineering (DevOps, integrations), analytics and Commercial; coordinating external vendor and client teams.

ITGLOBAL.COM | PRODUCT PORTFOLIO AND RESULTS

GPU Cloud (AI Cloud, GPU Dedicated) | Internal product

- Conducted competitive analysis (Yandex Cloud, VK Cloud, Cloud.ru) and B2B customer discovery interviews; defined an MVP pricing lineup (GPU configurations by vRAM/vCPU/network) and prioritised the backlog (spot pricing, customisation for AI workloads).
- Defined product-market fit metrics (adoption rate, OPEX spend per client, churn); adjusted pricing after Q1 and contributed to roadmap alignment. Secured 3 GPU Dedicated contracts with monthly OPEX starting at RUB 1.7 million.

Result: GPU Cloud MVP launched into production in 4 months; customer NPS of 82; pilot-to-contract conversion of 60%; average sales cycle reduced from 5 to 3 months.

End-to-end cloud platforms | 3 B2B projects

- Acted as solution Product Owner: discovery with decision-makers and technical teams, competitive analysis, MVP scope (compute, storage, networking; monitoring and backup placed in the backlog), and technical specifications developed with engineering.
- Defined success metrics (time-to-production, OPEX variance, NPS); incorporated lessons from the first project into the second and third. Justified project economics (CAPEX/OPEX, break-even point). One case received a Computerra award.

Result: Time-to-production reduced by 30% on the second and third projects; client NPS of 78; OPEX variance against plan no greater than 5%.

ITSM platforms | 2 projects (100 and 1,500 support agents)

- Ran discovery with three stakeholder groups (process owners, administrators, agents); defined the MVP configuration (Incident, Request, Change; SDLC/ESM/analytics placed in the backlog); agreed success metrics (SLA compliance, FCR) and prioritised the integration backlog (AD, monitoring).
- Iterated on the MVP after launch using feedback: automated ticket routing and response templates. Both projects entered production without critical rework; clients confirmed that the success metrics had been achieved.

Result: SLA compliance increased by 18 percentage points and FCR by 22 percentage points; client NPS of 85; the 1,500-agent client expanded the contract to include an AI module.

GPU infrastructure, enterprise infrastructure, WAF + AntiDDoS

- GPU H200/B200/B300 and end-to-end infrastructure: contributed to architecture design (virtualisation and a server cluster), defined the MVP configuration and scaling plan for the largest client.
- WAF + AntiDDoS (2 projects): threat analysis, MVP filtering policies and low-traffic pilots, followed by scaling after validation. All projects entered production without service degradation.

Result: GPU cluster launched into production in 3 months, with a final capacity of 96 GPUs; WAF/AntiDDoS availability of 99.95%, with more than 12 major incidents mitigated during pilots.

Overall portfolio results: delivered around 30 projects, including 15 large projects; ranked as the company's top Product Manager by the Value metric; increased portfolio revenue by 110% year-on-year; repeat orders from 4 of 6 corporate clients; average portfolio NPS of 82; 0% team turnover in 2024-2025.

PROFESSIONAL EXPERIENCE | CONTINUED

AI Career | Career consulting platform | https://ai-career.ru | December 2024 - present

Product Owner (AI / HR-Tech / EdTech)

Product: a B2C career development platform combining AI-powered web services, a Telegram bot and expert consultations. Five AI tools: résumé screening and builder, job description analysis and résumé matching, interview simulator, and a personalised career roadmap.

Core responsibility: contributing to the development and launch of a career mentoring platform with AI tools; developing digital journeys for job search preparation and working with experts.

- Contribute to AI service design, from résumé upload and target role descriptions to personalised recommendations, document preparation and skills development plans.
- Design user journeys at the intersection of HR expertise and technology: PDF/DOCX résumé analysis, job requirement matching, clarifying dialogue during résumé creation and interviews tailored to the target role.
- Contribute to integration across the web platform, Telegram bot and expert consultations: self-service AI tools, saving results in chat and transition to personalised support.
- Run and participate in mastermind sessions as a facilitator; review product cases with participants, connecting business objectives, user value and technical feasibility.

Raiffeisenbank | Saint Petersburg | October 2022 - July 2024

Relationship Manager / Payroll Programme Project Manager

Product: Payroll solution | B2B (large corporate and international segments).
Team: cross-functional collaboration across product, operations, bank IT and client teams; coordinating 8-10 participants per project.

- Managed end-to-end payroll programme implementations: requirements, pricing model alignment, launch and ongoing support; coordinated delivery between bank departments (product, operations, IT) and the client.
- Increased payroll programme share and product penetration within the portfolio; prepared analytics on key metrics (GI, NPS) to evaluate performance and guide iterations.

Sber | February 2021 - October 2022

Payroll Projects Sales Manager

Core responsibility: implementing payroll programmes as a B2B product for large corporate clients.

- Managed payroll programme implementations for legal entities, from identifying client needs to launch and post-sales support; coordinated work with related departments.

EDUCATION AND CERTIFICATIONS

- **2023 - Pushkin Leningrad State University:** Public and Municipal Administration; State Regulation of the Economy.
- **2018 - Yaroslavl College of Trade and Economics (YarTK):** Law and Social Security Administration.
- **Vendor certifications (30 current):** NetApp (Associate Accreditation: AI Solutions, Cloud Native, Hybrid Cloud); Dell (Sales / Service Engineer - Commercial & Consumer Client Credential 2026); Fortinet (NSE 1-3, Certified Associate Cybersecurity, Certified Fundamentals Cybersecurity).

LANGUAGES

Russian - native. English - B1.