

ARTEM SHVAB

Senior Project Manager | IT & Digital Transformation | Banking & Government

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WHO I AM

Senior Project Manager with 20 years in banking, fintech, and UK government digital. I take complex, multi-stakeholder IT projects from initiation to closure – owning plans, budgets, risks, and governance. **Key result:** €7M in efficiency savings at Raiffeisen Bank through infrastructure migration and process automation across 15 major initiatives, with 99.9% system uptime maintained during wartime operations. Currently leading a £2M digital transformation programme at Norfolk County Council.

WHAT I DELIVER

- **End-to-end project delivery**
- Budget ownership & financial reporting
- Project governance (SteerCo, committees)
- Risk & issue management
- **Cross-functional teams (10-25 people)**
- Scope & change request management
- Agile, Waterfall & Hybrid delivery
- Stakeholder reporting to C-level

EXPERIENCE

Digital Design Team Manager

Norfolk County Council, Norwich, UK | Nov 2023 – Present

UK local government. Team of 10. Programme budget: £2M. Reporting to: Directors & Cabinet Members.

- **Delivered 18 website migrations in 12 months:** inherited a stalled legacy platform with no migration plan. Built project schedule with milestones, dependencies, and critical path. Tracked weekly. All 18 sites migrated on time, legacy platform decommissioned, maintenance costs down 35%.
- **Set up governance from scratch:** no formal SteerCo existed. Created monthly governance cadence with Directors and Cabinet Members – status reports, risk registers, decision logs. Result: secured continued buy-in and unblocked two resource bottlenecks that had stalled delivery for months.
- **Managed budget and resource trade-offs:** allocated team of 10 across concurrent workstreams with competing priorities. When scope expansion was requested mid-programme, ran impact analysis, presented options to SteerCo, and negotiated phased delivery – protecting original timeline.
- **Launched 10 new council websites:** WCAG 2.1 AA compliant, with API integrations across 5 departments. Resident digital engagement improved by 40%.

💡 How I think: solving a delivery bottleneck

Problem: Two critical workstreams were blocked for 3 months because a shared design resource was over-committed across all 18 migrations simultaneously.

Action: Mapped actual vs. planned resource allocation, identified the conflict, restructured the work into sequential batches of 4-5 sites, and re-baselined the plan with SteerCo approval.

Result: Unblocked both workstreams within 2 weeks. The batching approach became the standard delivery model for the rest of the programme.

Product/Process Manager

Raiffeisen Bank, Kyiv, Ukraine | Nov 2018 – Nov 2023

International bank, 5,000+ employees. Cross-functional teams of 25+ (IT, Data, Legal, Risk, Ops). 15+ major initiatives. C-level reporting.

- **€7M efficiency savings:** led strategic infrastructure migration and process automation programme. Managed project budgets, forecasts, and quarterly financial reporting. Delivered across IT, Legal, Risk, and Operations teams over 4 years.
- **Built Change Enablement Platform:** change requests were taking 5 days to process with no visibility. Designed SQL-driven tracking system with analytics dashboards. Processing time dropped to 1 day. Platform became the bank-wide standard for all change governance.

- **Ran project governance:** prepared and presented SteerCo decks monthly, managed project committee cadence, and provided weekly status reports to C-level sponsors. Introduced risk heat maps that became standard reporting across the IT division.
- **Wartime continuity (2022–2023):** maintained 99.9% system uptime during active conflict. Redesigned incident response processes, shifted to remote-first delivery model, reprioritised roadmap three times in response to operational disruptions.
- **First online FX payment system in Ukraine:** coordinated internal teams and external partners (central bank, payment processors) to launch new product. Enabled €50M+ in annual international transactions.

💡 How I think: turning chaos into a system

Problem: Change requests at the bank had no standardised process - requests arrived via email, Service Desk, even phone calls. Average processing time was 5 days, with no audit trail. Stakeholders complained about lack of transparency.

Action: Mapped the end-to-end change request lifecycle, identified 6 handoff points where requests stalled. Designed and built a SQL-driven platform with automated routing, SLA tracking, and a Power BI dashboard for real-time visibility.

Result: Processing time from 5 days to 1 day. 100% audit trail. The platform was adopted bank-wide and reduced change-related incidents by 45%.

Business Analyst / Project Coordinator

IMA Consulting, Kyiv, Ukraine | 2018

Consulting firm. Government and enterprise clients. 15+ projects delivered.

- **Accelerated delivery by 40%:** introduced structured requirements workshops and standardised templates. Reduced ambiguity in hand-offs between BA, development, and QA teams.
- Delivered 15+ digital solutions for government and enterprise clients, coordinating 3-5 person teams per project.

Project/Process Manager (Progressive Roles)

Financial Institutions, Ukraine | 2004 – 2018

Insurance, banking, fintech. Individual contributor → team lead. 10+ products launched.

- **€5M+ revenue generated:** end-to-end delivery of 10+ banking and insurance products. Owned product roadmaps, business cases, and delivery timelines.
- **30% cost reduction:** process optimisation across operations and vendor management. Ran competitive tenders, renegotiated SLAs.
- Improved customer satisfaction scores by 28-40% through service redesign and structured feedback loops.

TOOLS I WORK WITH

Project delivery: Jira (daily – boards, backlogs, roadmaps, easyBI reports), Confluence (documentation, decision logs), MS Project (Gantt charts, critical path), Azure DevOps (CI/CD pipelines visibility)

Data & reporting: SQL (wrote queries for change platform and analytics), Power BI (built dashboards for SteerCo reporting), Excel (budgets, forecasts, pivot tables)

Collaboration: Miro (workshops, process mapping), Figma (design reviews), Notion, Google Workspace, Power Automate

AI & automation: Claude API, GPT (prompt engineering, document processing, workflow automation). Built AI-powered health platform as side project.

CERTIFICATIONS & EDUCATION

- PSM 1 – Scrum.org
- Agile Business Analyst – APMG Int'l
- Change Management Practitioner
- PM with AI Projects Module
- Project Manager in IT – L.A.B.A.
- Power BI – L.A.B.A.
- Civil & Business Law – Odessa Academy
- Foreign Trade Manager – Nikolaev Univ.

AVAILABILITY & LOGISTICS

Location: Currently Norwich, UK.

Work format: On-site, hybrid, or remote. CET timezone compatible.

Languages: English (Professional working), Ukrainian (Native), Russian (Native)

Notice period: 2 monthes