Alona Bochkarova

Delivery and Account Manager · PMP

CONTACT

Yerevan, Armenia

Remote, hybrid or relocation · can work US hours

thehelencool@gmail.com

linkedin.com/in/abochkarova

CORE SKILLS

- Account expansion & upselling
- Client retention
- Pre-sales & proposals
- Executive relationships
- Multi-team delivery
- Budget & resourcing
- Discovery & scoping
- Scrum · Kanban · SAFe
- HubSpot CRM · Jira · Claude Code

CERTIFICATIONS

PMP · Project Management Professional
PMI · 2024, valid to 2027

ICAgile Agile Coaching (ICP-ACC)
ICAgile · 2021

Professional Scrum Master I
Scrum.org · 2019

Claude Code; Prototyping with AI
Hard Skills for PdM · 2025–2026

LANGUAGES

English	Full professional
Ukrainian	Native
Russian	Native
German	Limited working

PROFESSIONAL SUMMARY

Delivery and Account Manager with 9 years in software delivery, specializing in **turning small engagements into long-term client accounts**. Personally ran pre-sales and won a $23K website audit for a Central Asian bank's e-commerce ecosystem, then grew it into a **$1.14M account**: 15 months of development and multiple discovery phases, with the team scaled from 4 to 25 people across 5 parallel tracks. Combines executive-level client trust with hands-on product discovery and AI building; cut proposal turnaround from 2 weeks to 3 days.

KEY ACHIEVEMENTS

~50x
account growth, $23K audit to $1.14M billed

4 to 25
people across 5 parallel tracks

$92K
open upsell pipeline across 5 discovery tracks

3 days
per proposal with AI, down from 2 weeks

- **Won the account alone:** ran every pre-sales step for an inbound audit request, with no sales team involved.
- **Grew it ~50x in 15 months** through funded development and a series of paid discovery phases.
- **Became the executive sponsor's single point of contact** for all work with the company.
- **Kept the account alive through a client pause** with 5 upsell tracks worth $92K.

PROFESSIONAL EXPERIENCE

Devtorium

Software development company, ~100 people · Remote · Aug 2017 – Present

Gen-AI Adoption Leader, Devtorium — Nov 2026 – Present

Held alongside Delivery Manager and Head of Business Analysis

- Lead the company's shift from using AI tools to working as an AI-native company, with one company-wide approach instead of scattered experiments.
- Run the AI transformation day to day, from priorities to rollout, with company leadership and the Production Council architects.
- Mapping workflows team by team into human-led, AI-assisted and AI-driven work; measuring ROI of existing automation to decide what to scale.
- Builds on a year as AI Champion: first company AI knowledge base, and Growth Engine, an internal AI sales tool built with Claude Code (HubSpot integration in progress).

Delivery Manager, Devtorium — Aug 2023 – Present

- Ran all pre-sales for an inbound website-audit request and won a $22,980 contract with a Central Asian bank's e-commerce ecosystem.
- Expanded the account to $1,143,619 in revenue over 15 months (Dec 2024 – Feb 2026): development plus a series of paid discovery phases, scoping and pricing each one.
- Scaled the team from 4 to 25 people across 5 parallel tracks (2 development, 3 discovery); owned budgets, resourcing and delivery reporting.
- Single point of contact for the client's executive sponsor and senior management.
- Pursuing 5 upsell discovery tracks worth $92K; 3 proposals submitted, each prepared in 3 days with an AI research process.
- Support 1–2 company pre-sales opportunities at a time.

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EDUCATION

MA, Applied Linguistics
Cherkasy State Technological University · 2017–2018

BA, Applied Linguistics
Cherkasy State Technological University · 2012–2017 · GPA 4.0, 1st place student thesis contest

Unity Game Development
GeekHub · 2016 · co-built a game released on Google Play

CLIENT INDUSTRIES

- Fintech & e-commerce
- Insurance & insurtech
- Healthcare

PROFESSIONAL EXPERIENCE (CONTINUED)

Head of Business Analysis, Devtorium — Aug 2025 – Present
Held alongside Delivery Manager

- Rebuilt a fragmented team of 3 BAs: development track, 1:1 coaching, a monthly Community of Practice and a weekly Reading Club.
- BA team supports pre-sales, RFPs and discovery for new and existing accounts.

Senior Project Manager, Devtorium — Aug 2021 – 2025

- Led the largest and most complex project for a global insurance company, coordinating 20+ key stakeholders across a multi-component delivery.
- Managed formal client correspondence and regular customer meetings: requirements, progress, concerns and expectations.
- Owned plans, roadmaps and timelines; tracked velocity and mitigated risks before they reached the client.

Middle Project Manager, Devtorium — Aug 2019 – Aug 2021

- Owned 4 software projects end to end with teams of up to 8 people, in healthcare, insurtech and e-commerce.
- Main client contact: requirements meetings, demos, progress reports and expectation management.

Junior Project Manager, Devtorium — Aug 2018 – Aug 2019

- Managed 3 software projects end to end with teams of 5+ people: Scrum ceremonies, backlog and client reporting.

Project Management Intern, Devtorium — Aug 2017 – Aug 2018

- Supported PMs on a healthcare project with 20+ people: sprint planning, Jira, status reports and requirements documentation.