

Vitalik Zubok

Business System Analyst

+375295745930 | vitalik.zubok@gmail.com | vitalikzubok.com | Minsk (Belarus)

About me

Experienced Business System Analyst with over 14 years of expertise in product ownership, systems analysis, and technical writing. Proficient in understanding complex business needs, defining innovative solutions, and collaborating effectively with cross-functional teams.

English Level

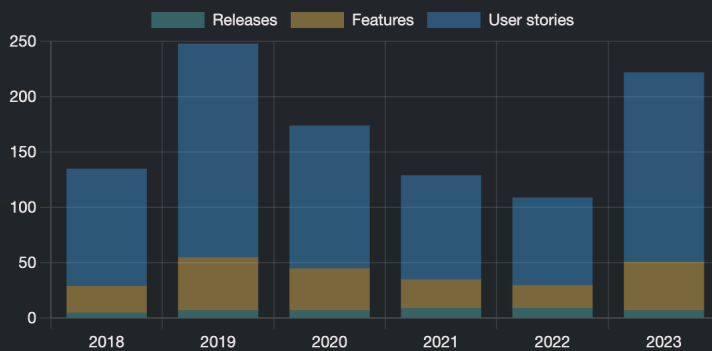
C1 (CERF)
Certificate in advanced English
Score 195 | Issued Jun 2020



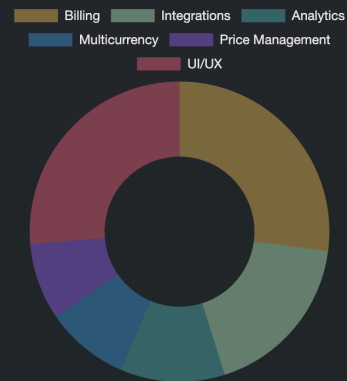
Statistic

42 versions released | 194 features created | 624 user story written

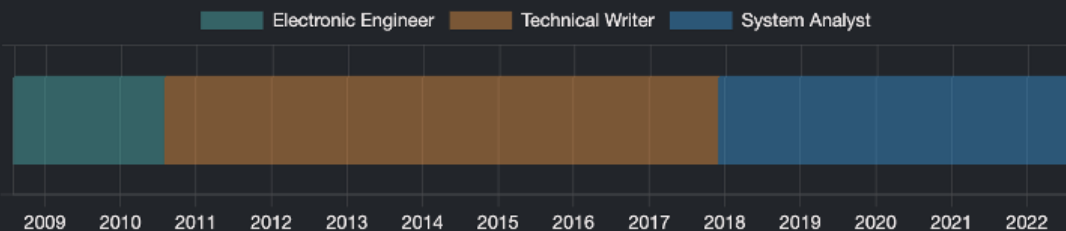
Releases and Features



Features by Subject Areas



Background and Work Experience



Work experience — 14 years

Jan 2017 - Present

Business System Analyst

ActivePlatform | activeplatform.com

Key achievements:

- Led the successful launch of 42+ new product releases, resulting in increased customer satisfaction.
- Developed and implemented 194+ product features, enhancing product functionality.
- Authored and managed 624+ user stories, ensuring clear communication between development teams and stakeholders.

Prepare a variety of Vision and Scope documents, write Software Requirements Specifications for the large changes in Cloud Billing Platform (activeplatform.com):

- Postpaid billing logic for Cloud Subscriptions
- Integration possibility with Microsoft Partner Center, Google Workspace, Google Cloud and Kaspersky Lab.
- Internal Analytics tool for Azure, AWS, Google Cloud Added multi-currency support for prices.
- Price Management for indirect channels Worked on new UI/UX for Customer Panel.
- Enhancements of existing billing logic for Cloud Subscriptions

Responsibilities:

- Focused on understanding business problems and needs.
- Collaborated closely with business stakeholders, development, and architecture teams.
- Decomposed initiatives (epics) into features, collected estimations, organized prioritization sessions, and created the roadmap.
- Developed specifications with UI mock-ups, scenarios, user stories, acceptance criteria, and UML diagrams.
- Served as a product owner for several development teams following Agile methodologies.
- Provided feedback during development team demos.
- Conducted demo sessions for business stakeholders and customers of our product.

June 2016 —
December 2017

Lead Technical Writer

ActivePlatform | activeplatform.com

Key Achievements:

- Wrote comprehensive documentation for Cloud Billing Platform, including User and Admin Guides, API documentation, Integration Guides, and Release Notes.
- Established a documentation portal (docs.activeplatform.com) for easy access to platform information by potential and existing customers.
- Maintained the internal knowledge base (Confluence) with Software Requirements Specifications and internal documentation.
- Led and managed a team of technical writers, ensuring efficient documentation production.

May 2014 —
December 2015

Technical Writer

Sberbank-Technology | sberbank-cib.ru

Developed software documentation for internal and external use with a focus on financial and credit risk management for Sberbank CIB.

Key Achievements:

- Maintained the internal knowledge base (Confluence) by working closely with development teams, ensuring that documentation was up to date and accessible to all relevant stakeholders.
- Wrote, reviewed, and edited technical and end-user documentation, including User Manuals, Release Notes, and API documentation.

August 2010 —
August 2014

Technical Writer

Worked with various IT companies including TradeSoft, Bell Integrator, and AquaBelSystem.

August 2008 —
August 2010

Electronic engineer

Minsk Bearing Plant | mpz.com.by

August 2003 —
August 2008

Information Technologies and Robotics

Belarusian National Technical University • Minsk, Belarus

World Education Services: verified International Academic Qualifications