

# Anna Tishchenko, PMP

## IT Project Manager/Delivery Manager

Melbourne, Victoria, AU

### Contacts

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## Summary

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PMP-certified IT Delivery / Project Manager with 6+ years of experience in fintech and digital product delivery. Strong background in client implementations, provider and API integrations, roadmap and release planning, and cross-functional delivery across product, engineering, business, and support teams. Proven track record of delivering projects on time and within budget, maintaining 95% client satisfaction, and improving delivery efficiency through structured planning and process optimisation.

## Experience

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### Delivery Manager at Vertex

Sep 2024 - Present

Scope: Lead delivery and roadmap planning for one of Vertex's fintech products, coordinating product, engineering, business, support, and integration streams across releases, operational processes, and growth.

- Own roadmap planning across sprint, quarterly, and annual horizons, aligning business priorities, release scope, and execution across product and technical teams.
- Manage and prioritise multiple backlogs spanning provider integrations, client-facing features, and core product initiatives to support release delivery and operational scaling.
- Coordinate complex provider-side and client-side integrations, acting as a key cross-functional point of contact across clients, support, business, and engineering teams.
- Formalise core operating processes for integrations, support, and card-provider workflows; drive the creation of external API documentation and Jira workflow automation.
- Collect and track business, financial, and system health metrics; prepare investor-facing reports and support product visibility in quarterly company reviews and all-hands.
- Contribute to PMO and cross-company process standardisation; support headcount and infrastructure planning by consolidating staffing and cost inputs for approval.

### Project Manager at SOFTSWISS

May 2023 - Sep 2024

Scope: Managed client-facing B2B/B2C projects for a digital platform, translating client requirements into scoped solutions, delivery plans, and launch-ready configurations.

- Delivered 3–8 month B2B/B2C implementation projects across Agile, hybrid, and Waterfall models, consistently on time and within budget.
- Maintained 95% client satisfaction by aligning client requirements, delivery constraints, and cross-functional execution.
- Independently customised and tested client website configurations, shortening the path from approved requirements to launch-ready implementations.
- Reduced delivery disruptions by 30% through proactive risk management, dependency tracking, and stakeholder communication.

### Project Manager at ANRO IT

Apr 2022 - Mar 2023

Scope: Led delivery across multiple IT initiatives, balancing client communication, resource allocation, reporting, onboarding, and process improvement in a multi-project environment.

- Coordinated up to 10 concurrent IT initiatives at different stages and levels of intensity, maintaining on-time delivery and 90% customer satisfaction.
- Designed and embedded project delivery processes that improved estimation accuracy by 25% and reduced delivery time by 20%.
- Built a high-level pre-contract project estimation framework, enabling more accurate timeline forecasting before deal sign-off.
- Managed resource allocation and delivery trade-offs across parallel projects, reducing conflicts and improving execution consistency.

## Business Analyst at Contented

Nov 2021 - Mar 2022

Scope: Led research and launch preparation for a new educational product in interior design, shaping target audience insights, product positioning, and go-to-market inputs.

- Conducted market and competitor research, user surveys, and interviews with potential customers to validate demand and identify untapped opportunities.
- Defined the target audience based on working hypotheses and synthesised research findings into insights and recommendations for product positioning and marketing strategy.
- Supported the launch of a new educational product that generated \$10,000+ in revenue within its first month.

## Product Manager at Printum

Jun 2021 - Oct 2021

Scope: Managed product delivery for a B2B product, owning backlog prioritisation, sprint and release planning, and cross-functional execution from ideation through launch.

- Led a cross-functional team of DevOps, analysts, and developers to maintain a new B2B product.
- Owned both the product backlog and implementation project backlogs, prioritising work and planning team capacity across sprints and releases.
- Managed the feature delivery lifecycle from ideation to launch, aligning business needs, implementation scope, and execution across teams.
- Improved product documentation and document workflows, reducing customer-side errors and increasing developer engagement.

## Project Manager at SMART WORLD

Apr 2019 - May 2021

Scope: Managed software delivery projects, supported team growth, and maintained client communication across ongoing engagements.

- Coordinated multiple software projects, keeping delivery on track against timelines, budgets, and stakeholder expectations.
- Supported hiring and onboarding of developers, helping strengthen team capacity and day-to-day execution.
- Improved project delivery processes and maintained strong client relationships, contributing to repeat business.

## Education

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### Royal Melbourne Institute of Technology (RMIT University)

Master in Business Information Technology

Mar 2026 - Present

### Tomsk State University of Control Systems and Radioelectronics

Bachelor in Computer Engineering

Sep 2018 - Jun 2022

### Project Manager Professional, PMP Exam Preparation Course

Course in Ivan Selihovkin

Aug 2021 - Aug 2022

### Corporate Project Management Training

Course in IT Management Association Europe

Feb 2024 - May 2024

## Certificates

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PMP (Project Management Professional) PMI (Project Management Institute)

## Skills

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<b>Languages</b>	English - Advanced, French - Intermediate, Russian - Native
<b>Product &amp; Delivery</b>	Roadmap / Sprint / Release planning, Backlog prioritisation, Product delivery, Requirements & Stakeholder management, Cross-functional leadership
<b>Research &amp; Strategy</b>	Market research, Competitor analysis, User interviews & surveys, Target audience definition, Product positioning, Business analysis
<b>Operations &amp; Execution</b>	Process standardisation, Project estimation & forecasting, Resource allocation, Risk & Dependency management, Integration management, Documentation management, Jira workflow automation
<b>Methods &amp; Tools</b>	Agile, Scrum, Kanban, Waterfall, Hybrid delivery, Jira, Confluence, MS Project

