ROMAN BIROV

Technical Business Analyst / Product Manager

Larnaca, Cyprus | +357 96 218 839 | RomanBirov.it@proton.me

linkedin.com/in/roman-birov | romanbirov.github.io

PROFESSIONAL SUMMARY

ITechnical Business Analyst with more than six years of experience in business processes, automation and system integrations. I work with business teams to understand what they need, prepare clear requirements and help developers build the solution. My experience includes healthcare, retail and internal business systems. I have worked with chatbots, REST APIs, SQL, Corezoid and AI tools.

SKILLS

Business Analysis • Requirements Gathering • Process Mapping • User Stories • REST APIs • SQL • PostgreSQL • Corezoid • JavaScript • Basic Python • Jira • Confluence • Draw.io • Docker • Git • AI Tools

PROFESSIONAL EXPERIENCE

Foxteam Digital (Cyprus, remote)

Technical Business Analyst | Jan 2026 – Present

- Work with business teams to understand requests and business processes.
- Prepare requirements and tasks for developers.
- Describe business logic for automation, customer communication and internal processes.
- Review API requests and responses during system integrations.
- Support testing and help teams during implementation.

Synevo Ukraine (Medicover)

Product Manager, Digital Automation and AI Integration | Jun 2025 – Jan 2026

- Prepared requirements and process diagrams for digital projects.
- Worked with business, developers and other teams during implementation.
- Reviewed ideas for using AI in laboratory and customer service processes.
- Helped improve existing digital services.

Digital Process Automation and Integration Specialist | Nov 2020 – Jun 2025

- Designed business logic for a healthcare chatbot used by more than two million customers.
- Worked on customer services, notifications, surveys and laboratory processes.
- Prepared requirements for laboratory process improvements and sample tracking.
- Built automation for internal HR processes and customer communication.

Philip Morris Ukraine

Automation Specialist | Oct 2019 – Nov 2020

- Supported and improved business automation processes.
- Worked with Corezoid, REST APIs and PostgreSQL.
- Created business logic for an employee motivation chatbot.

SELECTED PROJECTS

- **Healthcare Chatbot Platform** – Digital services used by more than 2 million customers.
- **Telemedicine & Digital Healthcare** – Patient communication and online healthcare services.
- **Customer Experience Surveys** – Business logic for NPS, CSAT and CSI surveys with automated reporting.
- **Customer Loyalty Platform** – Family accounts, bonus balances and loyalty program automation.
- **Business Process Automation** – VIP request tracking, customer notifications and workflow automation

EDUCATION

Neoversity / Woolf University
MSc in Computer Science (AI & Machine Learning), in progress | 2025–2027

UNIT Factory (School 42)
Software Development and IT Architecture | 2018–2020

Kyiv National University of Construction and Architecture
Bachelor in Industrial and Civil Construction | 2006–2011

CERTIFICATES

Corezoid Middle Developer
AI Specialist – Genius Space

LANGUAGES

Ukrainian – Native
English – B2
Russian – Fluent