

ROMAN BIROV

TECHNICAL BUSINESS ANALYST / PRODUCT MANAGER

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PROFESSIONAL SUMMARY

Technical Business Analyst with more than six years of experience in business analysis, process automation and system integrations. I work with business teams to understand problems, design clear solutions and prepare requirements for development. My background includes healthcare, retail and internal business systems. I have strong experience with chatbots, REST APIs, SQL, Corezoid and AI tools.

SKILLS

Business Analysis

- Requirements Gathering
- Process Mapping
- User Stories
- Stakeholder Communication

Technical Skills

- REST APIs
- SQL, PostgreSQL
- Corezoid
- JavaScript
- Basic Python

Tools

- Jira
- Confluence
- Draw.io
- Git
- Docker

AI & Automation

- AI Tools (ChatGPT, Claude, etc.)
- Automation & Integrations
- Business Process Design

LANGUAGES

Ukrainian	Native
English	B2
Russian	Fluent

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 two 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