

MAKSYM ZAKHAROV

TECHNICAL PRODUCT MANAGER / PRODUCT OWNER

Junior Product Manager / Product Owner / Technical Product Manager · AI Integrator / LLM Application Developer

Europe → Belgrade / Remote Europe
Open to opportunities
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PROFILE

I work at the intersection of product delivery, technology, operations and AI-assisted development. My commercial background began in multiplayer products, with hands-on product management, live operations, monetization, user support, infrastructure and coordination of technical contributors. Since 2023, I have progressively integrated GPT-based development systems into my workflow and expanded into end-to-end delivery of complex software platforms.

200K+ LIFETIME PRODUCT ACCOUNTS	50+ PAID SOFTWARE CLIENTS	308 PEAK CONCURRENT USERS
~7K UNIQUE USERS / 24H AT PEAK	5+ YEARS COMMERCIAL LIVE OPERATIONS	3+ YEARS AI-NATIVE SOFTWARE DELIVERY

SELECTED EXPERIENCE

Commercial Gaming Platforms & Live Operations 2021–2026

PRODUCT MANAGEMENT / LIVE OPERATIONS / PLATFORM OPERATIONS

- Owned roadmap and release priorities across gameplay, economy, balance, UX, monetization and operational improvements under real user load.
- Scale: 200K+ lifetime accounts, 308 peak concurrent users, ~7K users/24h at peak; two paid PM engagements included team formation, hiring, task boards, requirements and quality review.
- Closed-beta/live feedback drove product changes; key build times improved ≈3× and character spawn ≈2×. A separate GTA V RP product reached up to ≈\$3,000 gross sales on ≈\$400 direct spend.

X-BOT 01 Jun 2024 – 01 Jun 2025

PRODUCT DELIVERY / INTEGRATIONS / CUSTOMER LIFECYCLE

- Commercial modular automation platform with ≈50 modules, 50+ paying clients and ≈12 months of active commercial support.
- Handled onboarding, tickets, troubleshooting, production fixes, compatibility updates and paid custom functionality; recurring client problems were converted into reusable modules and more autonomous configuration.
- Integrations included Steam, FACEIT, MySQL, REST APIs, RCON, A2S, webhooks, payment services and an English AI RAG FAQ knowledge base grounded in project documentation.

ROLE FIT

PRIMARY
Junior Product Manager / Product Owner / Technical Product Manager
AI / LLM
AI Integrator / LLM Application Developer / RAG & AI Assistant Integration
STRONG ALTERNATIVES
Product Operations / Technical Operations / Technical Customer Success / Technical Account Management / System Administration / Product Support
WORKING MODEL
Belgrade hybrid/office · Remote EU · Russian-speaking teams preferred
LANGUAGES
Ukrainian and Russian native · English B1-B2 · German A2

SELECTED EXPERIENCE

Route Engine 2026
PRODUCT DELIVERY / NAVIGATION SYSTEMS / QA & RELEASE

- Defined product workflow, requirements, acceptance criteria, UX behavior and release validation for real-time courier navigation.
- Reliability scope includes GPS freshness validation, map matching, rerouting, partial-route handling and short-lived dead reckoning; workflow validated manually across route deviation and cross-device/auth scenarios.
- 85 automated test files across JavaScript, PHP and Python; versioned patch/install/verify evidence and a live autonomous demo are available in the portfolio.

Custom B2B Industrial CMS 2026
PRODUCT ARCHITECTURE / UI/UX DIRECTION / AI-NATIVE DELIVERY

- Built a custom B2B platform combining public website, catalog, technical data, inquiries, analytics, publishing workflows, media, permissions and operational administration.
- Owned product architecture, UI/UX direction, acceptance criteria, manual QA and release validation.

PRODUCT DECISION TRACE

- X-BOT — recurring requests → reusable capability**
Trade-off: continue one-off client code changes or convert repeated patterns into configurable modules. Prioritized repeatable support patterns; outcome: ≈50 modules, 50+ paying clients, ≈12 months active support.
- Commercial gaming — live feedback → roadmap priorities**
Balanced feature throughput against performance/UX/operational bottlenecks. Critical bottlenecks were raised in priority; key build times improved ≈3× and character spawn ≈2×.
- Route Engine — noisy GPS → reliability as product scope**
Chose a stateful resilience path over a simpler routing flow: freshness validation, map matching, rerouting and partial-route handling became acceptance criteria, not late optimization.

AI / LLM HANDS-ON

- 6.1K+ lines of Python in the analyzed production AI subsystem across 11 modules and 3 response languages.
- Stateful support workflows with intent detection, field extraction, multi-turn state and ticket creation.
- RAG/FAQ retrieval controls, context limits, chunking, source tags and groundedness scoring.
- MySQL feedback layer, multilingual response control, Steam API verification, local Qwen/LLM runtime configuration, QA and release validation.

CORE HANDS-ON EXPERTISE

- Product Requirements & Functional Decomposition
- Product Discovery & Prioritization
- Market & Competitor Analysis
- Technical Feasibility & Risk Assessment
- AI Development Workflows
- LLM / Qwen Deployment & Configuration
- RAG Knowledge Bases & Retrieval Tuning
- Functional QA & Acceptance Testing
- Regression Testing & Bug Reproduction
- UI/UX Direction
- Product / Project Coordination
- Commercial Live Operations
- Customer Support & Ticket Workflows
- Deployment & Troubleshooting
- Linux / Windows / Proxmox / Networking

VERIFICATION

Public proof, private evidence and interview-level walkthroughs are organized at xdatasys.com/verification/. Commercial figures are presented with explicit evidence boundaries.

TECHNOLOGIES ACROSS DELIVERED SYSTEMS

PHP 8.x / Python / C# / .NET / JavaScript / SQL / MySQL / SQLite / REST APIs / WPF / Proxmox VE / KVM/QEMU / Linux / Windows / MikroTik / OSRM / VROOM / Photon / Steam / FACEIT / RCON / A2S / ISPmanager / DNS / SSL / HMAC / RSA / Sunshine / Moonlight / Qwen / LLM / RAG