Lviv, Ukraine / Worldwide

Andrii Sabinich

Product Operations, Delivery, and Business Analysis

Leading complex software products from fragmented requirements through delivery, launch, and adoption. My background allows me to run my own infrastructure, make sense of investment accounting, and ship products for the US market.

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Experience

2026 > now

Product Owner / Senior Business Analyst — high-volume investment accounting platform

- Took a fund-manager investment accounting workflow built around a third-party CRM from fragmented requirements and a legacy system to a signed fixed-scope proposal, UAT, and production
- Used accounting knowledge to define the fund lifecycle, including portfolios, ownership changes, subsequent closings, offsets, and accounting data
- Built the team's business understanding and linked WBS and business requirements to user stories, acceptance criteria, and delivery validation
- Defined field mappings and API payloads for high-volume data processing, plus permissions, data migration, security, and audit-log requirements; validated performance improvements through proof-of-concept tests in production-like environments
- Acted as Product Owner for the client; managed backlog, scope, and delivery while proposing product and performance improvements beyond the initial requirements

2022 > 2026

Product Manager / Product Operations — cloud infrastructure and orchestration platform; promoted from Project Manager / Product Owner

- Set roadmap priorities with customer CEOs, CTOs, Product Managers, and Business Analysts; used product and configuration data to guide pricing, UX, service packaging, and reusable VM templates
- Took an S3 Object Storage product from a one-sentence request to launch; defined file browsing, object versioning, billing, and GTM, and set pricing through customer interviews, market research, and internal margin data
- Built a Revenue Intelligence product for enterprise customers and large resellers by reusing the existing billing component; defined financial reporting, forecasts, and cost-center views
- Expanded the disaster recovery and backup offering with multi-cloud VM replication and file-level restore; defined product scope, technical solution, pricing, and launch requirements
- Introduced global keyboard-driven search across devices, networks, users, and logs; internal analytics showed regular use by almost 90% of users
- Redesigned the dashboard to surface pinned devices, resource costs, and unprotected VMs; rebuilt monitoring around VMware events and reduced the guaranteed update interval from 60 to 15 seconds
- Shipped VM cloning, tags, labels, and guided provisioning; reduced creation steps and clarified controls and VM creation progress
- Rebuilt permissions as RBAC and introduced feature flags, two-factor authentication, session controls, audit logs, IP blocking, and organization-level security policies
- Worked directly with the CISO on security reviews, SOC 2 preparation, privacy policy, terms and conditions, and a logged in-product system for legal-document acceptance
- Built and migrated multi-version Postman API documentation with authentication guides, schemas, examples, error handling, and migration paths; API usage increased and related support demand decreased
- Established docs as code with Markdown, Git, CI/CD publishing, automated checks, and linting; built the internal wiki and standardized project documentation
- Owned GTM, demos, release communication, onboarding, staged rollouts, backward compatibility, migrations, and rollback plans
- Ran incident operations and postmortems; documented ISO 9001/27001 processes and released without critical production defects
- Managed and hired a five-person cloud engineering team; owned capacity, resource, budget planning, and reporting to leadership; created the company-wide product operations playbook covering planning, delivery, bug triage, reporting, and ownership

2019 > 2022

Product Communications Lead — real estate SaaS; promoted from Technical Writer

- Defined the product tone of voice, writing style, content standards, and reusable documentation templates
- Acted as the final editor for product documentation, support content, release communication, and interface copy
- Maintained 4 product help centers, 300+ articles
- Built release communications for the Canadian market expansion and ongoing launches; received no post-release customer complaints
- Produced task-based user guides, videos, and product tours that reduced support demand
- Edited interface copy and sourced technical information from subject-matter experts
- Documented internal and technical processes, including code-related concepts, for product, engineering, support, and operations teams

- Designed information architecture and documentation governance for shared knowledge across departments
- Built internal knowledge bases, ownership rules, review workflows, freshness checks, deprecation rules, SME approvals, and release checks
- Assigned and reviewed work for instructional designers and copywriters
- Migrated hundreds of articles across Intercom, Zendesk, and Salesforce while preserving redirects, permissions, images, and formatting

2018 > 2019

Technical Writer — IT consulting, outsourcing, and digital agency

- Documented internal company workflows, technical processes, and code-related concepts
- Designed information architecture for internal wikis, knowledge bases, and two website relaunches
- Defined how teams created, owned, reviewed, and shared information across departments
- Built documentation templates, a content wiki, style guides, and terminology rules
- Turned technical and industry research into structured documentation and client-facing analysis
- Worked with developers, designers, and subject-matter experts; edited documentation from other writers

Pet projects

2021

Plainly — creator and product lead for a brevity-first VS Code text linter

- Conceived the product and owned its direction, requirements, UX, wordlists, documentation, publishing, and maintenance; worked with a developer on implementation
- Built and curated rules for complex and redundant wording, technical jargon, biased language, culturally sensitive terms, and ableism across UI copy, user guides, and technical documentation

2021

Session — complete Ukrainian localization

- Delivered the full Ukrainian localization for the macOS, iOS, and iPadOS apps
- Adapted product terminology and interface copy across focus sessions, distraction blocking, progress tracking, and cross-device sync; reviewed strings for clarity and consistency

Tools and technologies

AI workflows	AI-assisted prototyping, research, documentation, and coding; local models with Ollama and Open WebUI
Product and delivery	Jira, Confluence, Azure DevOps, Airtable
Documentation and APIs	Docs as code, Markdown, Git, CI/CD publishing, automated checks and linting, Postman, Swagger UI, API versioning
Analytics and customer systems	Amplitude, Google Analytics, Tableau, Salesforce, HubSpot, Intercom, Zendesk
Design and prototyping	Figma, Miro
Technical	HTML, CSS, JavaScript, Python, XML, JSON, YAML, CLI, Git, Docker, VMware, Tailscale
Languages	Advanced English, native Ukrainian

Education

University

B.Sc. in Electrical Engineering — solar panel engineering, Dnipro University of Technology

Extracurriculars

- Data Journalism with R — TEXTY Media
- Design Basics — Creative Practice
- Design Thinking — UCU Business School

Elsewhere

Continental and postmodern philosophy, linguistics, homelabs, ambient music, and ancient Near Eastern history