

Igor Burmakin

Support & Operations Lead – Fintech

Bulgaria, Sofia - +359 88 796 4338 · burmakin.igor@gmail.com · <https://www.linkedin.com/in/igor-burmakin/>

SUMMARY

Corporate Development and Operations Manager with 10+ years of experience in business analysis, process optimization, and cross-functional execution. Proven record of evaluating and implementing strategic partnerships, leading commercial negotiations, and driving post-deal integration in fast-paced international environments. Combines strong analytical mindset, operational discipline, and stakeholder management across fintech and e-commerce sectors.. Fluent English (B2+). EU work permit.

KEY ACHEIVMENTS

- Executed and optimized 50+ commercial agreements with suppliers and partners, achieving ~€20 K annual OPEX reduction.
- Led operational due-diligence and integration of new vendor and distribution partnerships across multiple regions.
- Improved client satisfaction by 15% through transparent communication and incident-management redesign.
- Built and managed teams of up to 12 employees, delivering 100 % SLA compliance and scalable workflows.

CORE SKILLS

M&A Support | Corporate Development & Integration | Financial & Operational Analysis | Business Process Optimization | Commercial Negotiations | KPI & SLA Governance | Stakeholder Management | Cross-Functional Leadership | International Project Delivery.

PROFESSIONAL EXPERIENCE

Support Team Lead

March 2022 - Aug 2025

Devexperts, Bulgaria, Sofia

A fintech company that specializes in building highly reliable and secure trading platforms.

- Managed cross-department delivery for 8+ fintech platforms in a multi-timezone environment
- Coordinated Dev, SRE and Support teams to align technical and business priorities.
- Introduced standardized processes for SLA tracking, incident reporting, and client communication
- Contributed to vendor evaluation and service cost analysis for key accounts.

Project Manager / Founder

Mar 2010 - Mar 2022

34aista.ru, Russia, Volgograd

A leading regional e-commerce platform for children's products.

- Built and managed e-commerce business across 22 online channels with annual growth of 10-20%..
- Designed and optimized logistics, vendor relations, and client service processes.
- Reduced operating costs by €20K/year through process automation and inventory control.
- Managed a 12-person team: sales, logistics, marketing, and support.
- Maintained profitability through economic crises (2014, 2020).

Regional Development Roles (Early Career)

Jul 2010 - May 2013

Perytone Industrial / Geoby / Novo Baby, Russia, Volgograd

- Regional B2B Sales and Business Development.

EDUCATION

Master's in Automation and Process Control — Volgograd State Technical University (2000–2006).

LANGUAGES

Russian: Native, English: B2, Bulgarian: Basic.

TECH STACK

- Jira/Confluence, Slack administration, Miro.
- Zabbix, OpenSearch/ELK, Grafana.
- Linux/Bash, Ansible, Nomad.
- SQL, REST APIs, Postman.
- AWS basics, VPN/IPSec fundamentals.
- SCRUM, AGILE.

INTERESTS

- Amateur basketball club founder & city champions. graduate of a psychology school.