



## YANKO PEYANKOV

Technical Program Manager

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### Summary

Technical Program Manager with 15+ years of experience leading cross-functional initiatives across digital health, cloud, and enterprise platforms. Strong track record translating complex technical concepts into business-aligned execution plans, driving structured delivery across engineering, product, and executive stakeholders to achieve measurable outcomes at scale.

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### Experience

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| <b>dacadoo</b>  | Zürich Area, Switzerland    |
| <b>Technical Program Manager</b>  | 01/2020 - Present           |
| <ul style="list-style-type: none"><li>• Lead multi-market digital health platform programs supporting enterprise clients with 150k+ end users, coordinating cross-functional teams across engineering, product, and operations in Europe, Asia, and North America.</li><li>• Lead cross-functional technical programs, managing scope, budget, and risk coordination in collaboration with engineering to ensure milestone predictability and dependency transparency.</li><li>• Partner with product and engineering teams to translate business requirements into structured delivery roadmaps, ensuring alignment between technical constraints and business objectives.</li><li>• Work closely with engineering leads on cloud deployments (AWS), API integrations, and data dependencies to ensure alignment, risk transparency, and production readiness.</li><li>• Scaled global support operations across 3 continents by designing frameworks, processes, and KPIs—resulting in significant improvements in service and product quality.</li><li>• Redesigned delivery frameworks and technical coordination models, reducing end-to-end release cycle time by 50% while improving cross-team dependency management across engineering and product functions.</li><li>• Coordinated cross-functional stakeholders across engineering, security, and operations to support ISO 27001 certification readiness.</li></ul> |                             |
| <b>Mettler Toledo International</b>   | Zürich Area, Switzerland    |
| <b>Technical Project Manager</b>  | 06/2017 - 12/2019           |
| <ul style="list-style-type: none"><li>• Led enterprise-wide ServiceNow implementation program, aligning technical platform capabilities with operational and business requirements.</li><li>• Led IT projects including AI-driven solutions for infrastructure mapping and activity optimization.</li><li>• Launched a company-wide Lean program, achieving a 60% reduction in non-value-added activities.</li><li>• Structured incident and change governance processes to improve operational predictability and cross-team coordination.</li></ul>   |                             |
| <b>DXC Technology</b>   | Sofia, Bulgaria             |
| <b>Senior Account Manager</b>   | 04/2015 - 05/2017           |
| <ul style="list-style-type: none"><li>• Led multi-vendor technical delivery programs for a Nordic enterprise client, aligning engineering execution with business priorities.</li><li>• Built performance dashboards and operational governance frameworks that drove #1 EMEA service ranking.</li><li>• Led a team of 8 delivery managers overseeing complex technical implementations and cross-provider coordination.</li></ul>  |                             |
| <b>Hewlett Packard Enterprise</b>   | Sofia, Bulgaria             |
| <b>Process &amp; Project Manager</b>  | 08/2010 - 04/2015           |
| <ul style="list-style-type: none"><li>• Led large-scale IT service transformation initiatives, reducing incident backlog by 75% and resolution time by 50% through workflow redesign and escalation optimization.</li></ul>   |                             |
| <b>Hewlett Packard Enterprise</b>   | Sofia, Sofia City, Bulgaria |
| <b>IT Support Specialist</b>  | 05/2009 - 07/2010           |
| <ul style="list-style-type: none"><li>• Provided second-level support across Microsoft Server, Active Directory, networking, and enterprise hardware environments.</li></ul>  |                             |

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### Core Competences

Program Strategy & Execution · Cross-Functional Engineering Leadership · Technical Risk & Dependency Management · Platform Scaling & Operational Readiness · Stakeholder & Executive Alignment · Cloud & Enterprise Architecture Collaboration · Process Transformation & Lean Delivery

## Technical Skills

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Cloud & Infrastructure: AWS

Data & Databases: Postgres

Monitoring & Observability: Datadog · Grafana Labs

Collaboration & Delivery: Jira · Confluence

Enterprise Platforms: ServiceNow

Development & Scripting: Python (working knowledge)

AI: LLM Prompt Engineering

## Education

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ETH Zürich	Zürich, Switzerland
CAS, Applied Machine Learning & Information Processing	08/2019 - 02/2020
New Bulgarian University	Sofia, Bulgaria
Master of Business Administration	01/2012 - 12/2015
D.A. Tsenov Academy of Economics	Svishtov, Bulgaria
Bachelor's Degree, International Economics	01/2006 - 12/2010

## Training / Courses

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Continued Education Course, Health data and AI: Responsible innovation, ethics and regulatory strategies — ETH Zurich

Strategies for Behaviour Change — ETH Nadel

## Languages

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English Fluent ●●●●●

German Advanced ●●●●●

Bulgarian Native ●●●●●

## Membership

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PMI Switzerland

Active member of the Project Management Institute (PMI) Switzerland community, engaging in knowledge sharing, professional development, and volunteer initiatives.

## Certifications

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German Language Certificate B1 — TELC

AWS Certified Cloud Practitioner — AWS

Lean Six Sigma Green Belt — Hewlett-Packard

Agile Software Development — Software University (softuni.bg)

Cloud Computing — IEEE

Lean IT Foundation — AXELOS Global Best Practice

ITIL v3 Certified (Foundation + Intermediate modules) — EXIN & AXELOS