

Ilya Zalosko

Technical Product Manager · from idea to launch · fintech and services · I read and write code

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SUMMARY

Built a home-services digital product from scratch: from the money model and pricing rules to three apps for customers, specialists and operators. 3+ years of client-facing work in banking; top employee of MTBank by annual KPI. I speak the engineering team's language: I design data models, write code and tests myself.

EXPERIENCE

Clean Logic — Head of Product & Engineering

Dec 2025 — present · Minsk

IT company focused on software development and AI adoption. Main product: a B2C home-services platform with fixed upfront pricing, card payments and self-employed specialists (name under NDA).

- Shaped the product and business model: fixed upfront pricing, card payments, self-employed specialists; the company collects payments as a commission agent and pays out the specialist's share.
- Mapped the journeys of three sides (customer, specialist, operator) and built 3 apps for them: a site with a price calculator and customer account, a specialist app, and a back office with 5 operator roles.
- Designed pricing and promo rules: price by property parameters, +10% at peak times, total discount capped at 20%, bonus points cover up to 15% of an order; discounts come out of the platform's share, not the specialist's.
- Integrated online payments (bePaid): immediate charge or authorization hold, refunds, disputes; extra work is billed only after the customer approves it in their account.
- Built the specialist funnel: screening, online training with a test, admission, self-service job picking, a Telegram recruiting bot.
- Introduced remote quality control: checklists, before/after photos, geo-tagged and time-stamped stages, acceptance and complaints.
- Built acquisition: SEO across 446 pages (375 articles, 39 services), 14 ad landing pages for 97 keywords, Yandex Metrica analytics, automated social publishing.
- Set up delivery: bug and decision backlog, PR reviews, 1,800+ automated tests, CI on GitHub Actions; AI-assisted development (Claude Code) for a fast idea-to-production loop without a separate team.
- Prepared the legal framework: public offer, specialist agreement, business terms, privacy policy.

MTBank — Client Relationship Manager

Apr 2024 — Jun 2026 · Minsk

- Top employee of the bank by annual KPI.
- Identified client needs and matched retail banking products.
- Handled objections and complaints, a direct view of where the product hurts the customer.

BPS-Sberbank — Client Relationship Manager

Aug 2022 — Sep 2023 · Minsk

- Sold retail banking products and services.

SKILLS

Product: discovery and requirements, CJM and user flows, backlog and prioritization, pricing and promo, service unit logic, launch and iteration

Analytics & growth: product metrics, Yandex Metrica, SEO, ad landing pages

Technical background: SQL, PostgreSQL, REST APIs, Next.js / TypeScript, CI/CD, testing (Playwright)

Fintech: card acquiring (bePaid), holds and refunds, commission model, retail banking products

AI: AI adoption in operations, AI-assisted development, LLMs for content

Tools: GitHub (issues, PRs), Telegram bots

EDUCATION

Belarus State Economic University — Finance and Banking, 2022

LANGUAGES

Belarusian — native · Russian — fluent · English — B1 (technical)