

Imre Kovács , Senior Delivery Manager

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PROFILE

I started in software development and moved into delivery, Agile, and account work. I have always been interested in understanding and resolving problems that sit between the technical, business, and management sides.
I spent ten years at Expedia, building and supporting solutions for online hotel booking. Along the way I took on testing, Scrum Master, product, and delivery roles, so I could see how the work actually runs, not only manage it.
I now work in digital health and medtech: client delivery, partnerships, staffing, and how a small company ships software. I am also introducing AI-assisted development, working with senior engineers on the tools and processes that raise productivity, and setting up how the company stays ready to use them. I use Agile the same way in delivery as with teams: try something, see what failed and do the next round better.

WORK EXPERIENCE

COO & Delivery Manager
Bishop & Co.
01/2024 – present Barcelona, Spain
- Run delivery and accounts for 30 people: output, process, reporting, clients, and escalations.
- Support the CEO on strategy decisions and carry them through into day-to-day execution.
- Bring in clients, including a global blood-management software company, and run that account.
- Build partnerships in digital health and medtech, and run joint projects already in delivery.
- Build an on-demand pool of external specialists, interview them, and place them on projects.
- Introduce AI-assisted development with seniors, and run the company's AI-readiness processes.

Senior Delivery Manager
Bishop & Co.
05/2019 – 01/2024 Budapest, Hungary
- Worked with international clients, mainly in digital health and life sciences.
- Ran an RFP for an S&P 500 company and won a tender worth more than $1.5 million.
- Ran delivery and accounts for five projects: output, reporting, and client contact.
- Joined sales calls and demos, and represented the company at Malta MedTech and SLAS Europe.
- Defined each client's delivery process, then mapped it into Jira to match the work.
- Set up internal processes and configured Jira workflows, issue types, and triggers.
- Mentored three to four teams and turned client needs into specifications and stories.

Project Manager, Scrum Master
EPAM Systems
10/2017 – 05/2019 Budapest, Hungary
- Facilitated Scrum for two teams building the checkout area of Expedia's web application.
- Ran planning, stand-ups, reviews, and retrospectives so both teams met sprint commitments.
- Introduced and refined processes, and kept delivery improving on an agile path.
- Reported goals, progress, and blockers to the London customer team, and cleared them.

Scrum Master
4finance
08/2016 – 07/2017 Prague, Czech Republic
- As Scrum Master, led two teams of 15-18 on microloan sites in South America and Europe.
- Led an Agile pilot: Guatemala site in 4 months, instead of 9, with near zero bugs through frequent demos.
- Ran Scrum ceremonies, followed up retro actions, and used Agile community improvements.
- Ran regional workshops and facilitated ceremonies at other European offices with no Scrum Master.
- Started a local developers' community to share knowledge in the office.

Delivery Manager
EPAM Systems
09/2015 – 03/2016 Edinburgh, United Kingdom
- As EPAM Delivery Manager, owned delivery for a 16-person team at Tesco Bank in Scotland.
- Set up onboarding so new members became productive quickly.
- Learned the customer's processes, goals, and plans, and aligned the team's work to them.
- Managed delivery with customer management, raising quality and volume of output.
- Sent weekly highlight reports on progress, risks, and issues, and resolved them.

WORK EXPERIENCE

- Handled staffing and discussed further opportunities with the customer.

Project Manager, Technical Product Manager
EPAM Systems
09/2013 – 02/2015 Budapest, Hungary

- Served as Technical Product Manager for two teams on the payment sections.
- Product owner for two Kanban teams: clarified requests and set delivery order and timing.
- Managed larger projects, including plans and timelines.
- Wrote user stories and got the teams the answers they needed to build them.
- Triaged bugs and prioritized them by business value.
- Created and ran checkout A/B tests, from assessing ideas to reviewing results.
- Worked with other product owners to find and clear dependencies on time.

Project Manager, Scrum Master
EPAM Systems
10/2010 – 09/2013 Budapest, Hungary

- Led Scrum-to-Kanban for two teams (25 people) on Expedia's payment sections.
- Ran planning, stand-ups, reviews, and retrospectives so both Scrum teams met commitments.
- Ran Kanban with WIP limits so the right item was done at the right time.
- Introduced and refined team processes, and kept delivery improving over time.
- Reported goals, progress, and impediments to the customer team in London.

Senior Developer
EPAM Systems
06/2008 – 01/2011 Budapest, Hungary

- Joined Scrum projects, led 3-5 developers, and built complex customer-site features.
- Delivered special-deals pages: each day's hotel offers, clear and SEO-friendly.
- Delivered the account-details page so users could track their loyalty rewards.

EDUCATION

MSc | Computer Science, Systems and Software Engineering
University of Szeged
2001 – 2006 Szeged, Hungary

LANGUAGES

English - C1 Hungarian - C2 Spanish - B1

SKILLS

Delivery Management Account Management Stakeholder Management Client Reporting Escalation Management Agile Scrum Kanban Jira Process Improvement Requirements Analysis User Stories Backlog Management Prioritization Staffing Onboarding RFP Management Partnership Development AI-Assisted Development Business Development

CERTIFICATES

Generative AI Fundamentals
Google

Certified Scrum Master
Scrum Alliance

Certified Scrum Product Owner
Scrum Alliance