DJAKHONGIR MAKHKAMOV

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WORK EXPERIENCE

UNITED AVIA TION SERVICES – Global Trip Support Provider **DUBAI, UAE**
Software Development Manager **March 2024 – Present**
Stack: Azure, NodeJS, Angular, MySQL, MongoDB, gRPC, NewRelic, PowerBI

- **Assessed** the team and tech stack, presenting leadership with a strategic improvement plan addressing tech processes, architecture, documentation, and cost optimization.
- **Cultivated** a team through coaching and hiring allowing to fill a key leadership gap, better workforce ratio. Fostered a "Documentation Culture," systematically documenting high-level and low-level system architectures and creating a knowledge hub of 50+ Technical Design and R&D documents, including Disaster Recovery Plan.
- **Facilitated** a robust SDLC process, including capacity-based planning and sprint reviews, promoting accountability, collaboration, and continuous improvement, as well as launch of Code Quality tools, such as SonarQube and GH Copilot. Increased the number of test cases and automations (100+) and integrated them into CI/CD enhancing system stability.
- **Calculated** KPIs and implemented OKRs across the team, aligning efforts with organizational goals and fostering a results-driven competitiveness, having team productivity grow from 65% to 95%. Implemented system performance monitoring to proactively identify and resolve application or infrastructure issues before impacting business operations, ensuring reliability and user satisfaction.
- **Motivated** team members perform at their best, by setting expectations of KPIs / OKRs, providing feedback during 1:1s.
- **Integrated** with market leading flight support systems (Leon, PFM, Avianis) and CRMs (Zoho, Zendesk) resulting in signing 3 major clients, and improving operations teams efficiency.
- **Optimized Infrastructure Costs** by 24%, reducing monthly expenses from $4,538 to $3,439 while expanding capacity.

BARQAPP.COM – Last Mile Delivery Service Provider **RIYADH, KSA**
Chief Technology Officer **November 2021 – April 2023**
Stack: React, Kotlin, Swift, Ruby, Rails, .NET Core, Redis, RDS, DynamoDB, Postgres, DataStudio, EC2, S3, Lambda…

- Developed the strategy for tech team scaling in terms of size and quality by setting up roles, responsibilities, grouped into four departments: Engineering, Project Management, Product Management, Quality. Interviewed 100+ candidates in 4 countries, and grew the team from 5 to 25 people, while maintaining a high bar for new joiners.
- Conceived and developed a hyper-local marketplace alpha version, focused on 30-minute delivery for select categories, securing a $4MM Seed Round Investment from prominent funds, catalyzing significant business growth.
- Led the transition from monolithic to Service-Oriented Architecture, successfully implementing independent services such as Route Optimization, Warehouse and Inventory Management, Auth, and Billing, enhancing system scalability.
- Overhauled AWS infrastructure, achieving a notable 38.2% cost reduction and significantly minimizing single points of failure, demonstrating effective cost management and system reliability enhancement.

IMAN - Sharia Compliant BNPL Marketplace **TASHKENT, UZBEKISTAN**
Technology, Business Model, and User Experience Adviser **June 2020 - Present**

- Provided comprehensive advice to founders on adopting effective business models, considering technology architecture, and enhancing investor, customer, and partner experiences. This strategic guidance contributed to IMAN's notable achievements: winning the Entrepreneurship World Cup Uzbekistan with a $100K prize, selection into the Top-100 worldwide for a $1MM prize, victory in the country round of the Seedstars World Competition for a $500K grand prize, securing $2MM in seed investments, attracting $8MM in deposits from over 70K users, disbursing $6MM in loans, and realizing $1MM in annual revenue in 2022, indicative of positive unit economics.
- Playing a pivotal role in helping IMAN raise a $5MM Seed round, attracting key investors such as 500 Global, Kazakhstan Islamic Bank, and various VCs/Angels from the MENA Region

AMAZON.COM – MENA TECH **DUBAI, UAE**
Software Development Manager – Amazon Exports and Expansion **May 2019 – April 2020**

- Spearheaded the development and launch of Exports on Amazon.ae, collaborating across 12 tech streams to enable customers in KSA, Kuwait, Bahrain, and Oman to access the platform, forecasting a $300MM increase in GMS. Played a pivotal role in strategizing solutions and operational planning for all tech streams.
- Managed key tech streams (Eligibility, Delivery Experience, Customer Experience for mobile/desktop), driving automation enhancements in Amazon's systems. Achieved a ~78% increase in efficiency for onboarding new marketplaces to the product
- Gained trust from global leadership to lead the Exports initiative for Amazon.AU in 2020, delivering ~78% efficiency in Customer Experience and ~55% in overall tech, significantly enhancing the international customer experience by improving location features across Amazon platforms.
- Coordinated the work with managers from other streams and stakeholders scattered across NA, EU, ME, ensuring seamless integration of all upstream-downstream dependencies in complex, multi-regional projects.
- Effectively communicated project status and progress to stakeholders and leadership up to the SVP level, ensuring transparency and alignment with business objectives.

WING DELIVERY MARKETPLACE – AN AMAZON.COM COMPANY   **DUBAI, UAE**
Director of Technology (Product & Engineering), S-team   **2015 – 2019**
Stack: React, WordPress, Java/kotlin, Objective-C/swift, Java, RDS PostgreSQL, Solr, RabbitMQ, DynamoDB, S3, EC2

- Successfully pitched a system to the CEO, CFO, and CTO of Souq.com (an Amazon company), leading to a major ownership investment in Wing and culminating in its full acquisition by Amazon.com the following year.
- Designed tech features to optimize grocery delivery on Souq, automating sortation and shipment allocation, resulting in approximately 250 daily fresh/ambient orders. Instrumental in launching Souq's first Fresh deliveries initiative
- Onboarded over 50 courier and delivery companies in UAE and KSA onto the Wing platform, integrating with 12 companies and facilitating the shipment of 3.8 million parcels.
- Transformed Wing technology into a white-label product, subsequently purchased by 8 courier companies across various countries, generating $0.5MM in the first year.
- Collaborated with couriers, partners, and Souq teams to enable a Jeddah-based courier company to scale from 100 to 10,000 shipments daily within three weeks, significantly expanding its national presence in KSA

MBR LEBAZAR LLC (GROCERY DELIVERY SERVICE IN DUBAI)   **DUBAI, UAE**
Head of Product Development / Co-Founder   **2014 – 2015**
Stack: Java, GWT, Bootstrap, Objective-C/, MySQL, Solr, S3, EC2

CYBERTRANS LTD (TAXI HAILING APP)   **MOSCOW, RUSSIA**
Head of Product Development / Co-Founder   **2013 – 2014**
Stack: .Net MVC, EF, Java, Objective-C, MSSQL, S3, EC2

CONSULTANCY

SHIPOX.COM - Delivery Management Software (SaaS)   **DUBAI, UAE**
Consultant to CEO   **June 2023 – August 2023**

- Developed a comprehensive documentation of HL Architecture, LL Specifications, Business Specifications, Driver Apps and Mobile Apps, as a preparation of the company for new investment round, which resulted in a merger with Neem Pro.

LEBAZAR.UZ - Largest Grocery Delivery Platform in Uzbekistan   **TASHKENT, UZBEKISTAN**
Interim CTO / Consultant to CEO & BoD   **November 2020 – November 2021**

- Owned transfer of ownership of the new product version, including the due diligence of the completed work, documentation, and MVP readiness assessment, and launch strategy.
- Developed the definition of a successful product for the new version by making sure that the right metrics are measured to assess how the new product will solve the pain points of customers to achieve the project goals.
- Developed the hiring strategy for the tech department, by developing the right org structure covering product, engineering, and project management areas. Set up the right performance feedback mechanisms to ensure team quality growth. Hired a new local outsource team to own further development and launch of the new version, with further support in hiring, that resulted in budget clarity and transparency.

SHIPOX.COM - Delivery Management Software (SaaS)   **DUBAI, UAE**
Interim Director of Technology   **September 2020 – November 2021**

- Engineered a growth strategy that increased system adoption by 14% and added 5.1 million annual shipments. Secured a $500K contract with the Uzbek National Post, plus $200K in follow-up support.
- Established a scalable organizational structure and robust development practices, including testing automation and Scrum processes, fostering operational excellence.
- Shifted team culture to data-driven decision-making and enhanced leadership trust through Monthly Tech Reviews, improving visibility, communication, and recognition.

EDUCATION

MIT Professional Education   **CAMBRIDGE, MA, USA**
2024 - Blended Professional Certificate: Chief Technology Officer

University of Westminster   **LONDON, UK**
2022 - Master of Science in Business Intelligence and Analytics. Got overall score of 69.4 (distinction)
2013 - Postgraduate Certificate of Special Studies in Teaching and Learning.
2008 - Bachelor of Science degree in Business Computing, *with Honors*.

PERSONAL

Interests: IoT, Arduino, DIY, 3D Design, 3D Printing, Human-Centered Design
Sports: Running, Basketball
Languages: Uzbek, Russian, English, C#, Java.