

PAVEL KILIAN

SOLUTIONS CONSULTANT • SaaS INTEGRATIONS & API DELIVERY

Waterloo, Belgium • EU citizen • open to relocation and remote across the EU • available immediately
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I own the space between the customer and the engineering team. I started as a frontend developer, moved onto customer integrations after six months, then spent sixteen months running delivery solo for my own clients. Since then I have been the technical reference on B2B SaaS accounts: judging what is feasible, turning customer requirements into specifications developers can build from, and staying with each account through QA, go-live and support. I'm the person people call when something is stuck, because they know I'll either fix it or say plainly what's going on.

EXPERIENCE

Project Manager

TalentSquare, B2B HR SaaS / ATS • Brussels • Jan 2026 – Jun 2026

- Technical reference across a portfolio of 15+ concurrent B2B SaaS accounts, several high-profile: the person brought in when a request needed technical judgment, tracked through to verified resolution.
- Handled roughly 10 technical escalations a week alongside ongoing customer support contact.
- Audited a Jira backlog carrying tickets dormant five years or more — retired over half as non-operational, replaced a flat “everything is urgent” scheme with a real severity scale, and added a capacity buffer for genuine last-minute work, turning a rolling backlog into sprints with plannable volume.
- Turned customer conversations into functional and technical specifications for the development team, and stayed with each escalation until it closed.
- Owned blocker removal on third-party integration issues: identified the dependency, coordinated vendor and internal teams, verified each fix.

Independent Consultant, Web Platforms

Self-employed • Remote • Sep 2024 – Dec 2025

- Ran the full delivery cycle solo for clients across retail and hospitality — scoping, technical proposal, build, handover and post-launch support.
- Delivered production e-commerce and content sites on Shopify, WordPress and headless CMS stacks, digitalising physical storefronts; trained each client on the content workflow.
- Converted half of all engagements into recurring support and maintenance contracts after go-live.
- Sole point of contact throughout: sold the work, scoped it, built it, supported it.

Albato — white-label iPaaS, 1,000+ app catalogue

Remote • May 2023 – Sep 2024

Technical Project Manager Nov 2023 – Sep 2024

- Delivered customer integrations end to end alongside a senior integration lead — requirements, configuration, QA and go-live — each a 3–6 week build against the customer's own API, on platforms including HubSpot. Customers included SaaS vendors such as Mobilo.
- Screened inbound integration requests against the connector catalogue for the account-management team and converted viable ones into developer-ready specifications and Jira tickets.
- Onboarded and trained customer-side technical teams in English while working inside a Russian-speaking engineering team; held post-sale technical ownership of assigned accounts.

Frontend Developer May 2023 – Nov 2023

- Built production webpages from mockups end to end using Strapi (headless CMS) and modern frontend tooling, in an Agile sprint workflow on an existing codebase.

WHAT I DO

Feasibility & solution scoping

Judging what can actually be built against an existing platform, and turning that into a clear yes, no or how.

Requirements & specifications

Turning business needs into functional and technical specifications developers and vendors can build from.

Systems integration

Scoping and delivering API integrations between products and customer systems, feasibility through QA'd connection.

Customer onboarding & technical success

Training customer-side teams and holding technical ownership of the account after go-live.

Stakeholder communication

Explaining APIs and platform flows to technical and non-technical audiences, in three languages.

DOMAINS

B2B SaaS • HR-tech / ATS • iPaaS & integration platforms • e-commerce

EDUCATION

B.Sc. Economics, Finance & Banking

ASEM • 2021 – 2025

Completed while working full-time.

Web Development Bootcamp

OpenClassrooms • 2022 – 2023

SKILLS

Delivery & methods

Requirements gathering • Functional & technical specs • Solution scoping • Technical account management • Stakeholder management • Agile / Scrum • Jira • Notion • Slack • Intercom • MS 365

Integration & APIs

REST APIs • Systems integration • Customer onboarding • SaaS implementation • JSON • HTTP • Webhooks • Postman • iPaaS • HubSpot

Web & platforms

TypeScript • React • Next.js • Fastify • HTML • CSS • Shopify • WordPress • Strapi • Storyblok • Sanity • PostgreSQL • Supabase • Vercel • Netlify • Git

SIDE PROJECT

PMTTool — solo build, 2026

Multi-tenant SaaS: a lightweight CRM and project tracker with a native Jira integration. Built on Supabase, deployed to Netlify.

LANGUAGES

French — native
Russian — native
English — near-native