

Maksims Burcenko

Artificial Intelligence (AI) Project Manager
Information and Communication Technology (ICT) programmes and process automation

BASED
Baldone, Latvia
UTC+2/+3 — overlaps
European Union and United States working hours

LANGUAGES
English — fluent, written & spoken
Latvian & Russian — native

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WORKING
Fully remote since 2021
Employment or business-to-business (B2B) contract

SUMMARY

I am a project manager. For twenty years, my primary objective has been identifying dysfunctional processes, determining their root causes, and enacting necessary changes by engaging individuals who are not my direct subordinates. Since 2025, I have developed and integrated my own AI agent system into my daily work. This is not a side project; it is the exact same management work, executed with higher-efficiency tools. Because of this, my approach dictates analyzing the actual workflows first, and only then selecting the appropriate technological solution.

CURRENT PRACTICE

Independent practice — AI agents, automation, evaluation

2025 — present

Baldone, Latvia

- Build and operate a fleet of AI agents used every day for real work: task automation, document drafting, monitoring, reporting and handoff between stages.
- Author and iterate the skills files that define how agents behave; rewrite instructions when real usage proves the instruction was wrong.
- Configure Model Context Protocol (MCP) servers and tool access — browser control, databases, scheduled jobs — on a local AI infrastructure: long-term memory on PostgreSQL with vector search and lifecycle hooks that enforce rules automatically rather than by reminder.
- Use large language models (LLMs) through application programming interfaces (APIs) (Claude, Gemini), choosing the model per task against cost and output quality, and planning for version changes and failure scenarios.
- Keep data local by default and define agent governance in three levels before anything runs — what is allowed, what needs human approval, what is forbidden outright.
- Re-run evaluations after model, prompt or data changes — a solution that worked last month can quietly break after the next model release, and silent breakage is the normal failure mode.
- Write prompt and standard operating procedure (SOP) documentation so a workflow can be repeated by someone who did not build it.

EXPERIENCE

IT Project Manager Competition Council, Riga

2021 — 2025

- **Worked remotely for the entire four-year tenure.** This format began due to pandemic restrictions and was maintained permanently. Everything detailed below—program development, budget reporting, working group coordination—was accomplished remotely.
- Managed ICT development programs from business requirement definition through implementation and testing, coordinating 10–12 stakeholders: business process managers, analysts, and developers.
- Proposed the implementation of a national electronic platform for court cases (E-case) at the institution and drove its adoption.
- Initiated, officially established, and led an inter-institutional working group (Prosecutor's Office, Corruption Prevention and Combating Bureau (KNAB), Court Administration, and the Competition Council). Participants were officially delegated by their respective institutions. The decisions made by the group served as the foundation for developing the Competition Council's E-case information system.
- Maintained focus on priorities during situations with conflicting stakeholder demands; consistently reported to executive management on project progress, budget execution, and potential risks.

- Drafted an application for a European Union (EU) support program and organized an international experience exchange visit to Finland.
- Successfully delivered five ICT initiatives from business requirements to deployment: cartel screening tool roadmap, E-case implementation, survey module development (including market research), merger process digitalization, and the introduction of a data visualization platform (Tableau). For each project, I managed technical specifications, working groups, procurement, and on-time delivery.
- Implemented the Tableau data visualization platform: reports were adopted by three departments. The reporting cycle, which previously required three to four days of manual data processing, was reduced to a single day.
- Deployed AI assistant (Copilot) licenses at the executive management level (4 licenses)—this was the first AI tool integrated into the daily work of the institution's leadership, for which I also provided user training and technical support.

Head of IT Project Development Division National Health Service, Riga 2018 – 2019

- Led a team of nine IT specialists responsible for developing the national E-Health information system.
- Oversaw the ICT project portfolio; planned resources, implementation methodologies, and inter-institutional coordination.

Warehouse Supervisor; Production Operator 2016 – 2018

Templine (Kettering); Rigid Containers Ltd (Desborough), United Kingdom

- Worked in the manufacturing sector in England, concurrently earning an **Institute of Leadership & Management (ILM) Level 3 qualification as a "Team Leader / Manager"** (EQV (UK) Ltd) during evening studies.
- Within months of returning to Latvia, I was managing a nine-person IT department. I do not hide this period, as it explicitly demonstrates my capacity to rapidly adapt and master new industries from scratch.

Co-founder, Board Member, Head of Marketing and Sales 2011 – 2015

SIA "Psaiho.lv", Riga

- Co-founded the company and served as a board member and co-owner.
- Directed marketing and sales operations: acquiring clients and ensuring high-quality service delivery.

Director, Board Member PSIA "Jūrmalas Attīstības Projekti", Jūrmala 2010 – 2014

- Director of a municipally-owned enterprise: held full accountability to the owner for the company's operational activities, budget planning, and financial reporting.
- Operated under municipal oversight—justifying decisions and defending them within a political environment.

Project Manager SIA "Sintegra", Microsoft Gold Partner, Riga 2008 – 2009

- Managed IT solution implementation projects in the private technology sector: analyzed client requirements, planned deployment phases, and facilitated stakeholder communication.

Securities and Foreign Exchange Transactions Specialist; Customer Service 2005 – 2008

AS "SEB banka", Riga

- Processed securities and foreign exchange transactions within a regulated financial environment, specifically in the support function division (back office).
- Initially performed customer service and cashier duties—spending my first three years in direct client engagement.

SKILLS

- **Project and programme management** — requirements gathering, functional specification development, prioritisation, roadmap creation, rollout and testing. Consistent status, budget and risk reporting at executive level, using Agile methodologies.

- **Cross-functional coordination** — facilitating inter-agency collaboration, leading working groups, stakeholder management, and exercising influence without direct administrative authority.
- **AI and automation** — AI agent architecture development and evaluation, skill-file authoring, system integration (MCP server) configuration. No-code and low-code platforms, prompt and SOP engineering.
- **Business and governance** — executive company direction, budget ownership and financial reporting. In-depth understanding of public-sector procurement and regulatory compliance, access-rights management, and establishing AI security boundaries.

EDUCATION

- **Professional Master's Degree in Business Management** — Information Systems Management Institute (ISMA), Riga (2008). Bachelor's Degree in Business Management (2006).
- **Use of Artificial Intelligence Tools and Agents in Daily Work and Business** — timefor.ai, 29 hours, certificate (2026).
- **Principles of the Information Society and E-Governance** — Riga Technical University (2025).
- **Artificial Intelligence Methods for Daily Work** — School of Public Administration (2024).
- **ILM Level 3 qualification, Team Leader / Manager** — EQV (UK) Ltd (2017–2018).
- **Appreciation from the School of Public Administration** — for expertise in developing the project management competency framework for public administration (2024).