

Maksims Burcenko

AI Project Manager
ICT programmes and process automation

BASED
Riga, Latvia
UTC+2/+3 — overlaps EU & US

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

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WORKING
Fully remote since 2021
Employment or B2B contract

SUMMARY

Project manager with more than twenty years of delivery across banking, a municipal company I directed, and national public administration — seven of them running ICT programmes end to end. My working method has always been the same: take a process that does not work, find out why, and get people who do not report to me to change it. Since 2025 I have built and operated my own fleet of AI agents in daily production use. That is not a hobby beside the work; it is the same work with better tools, and it is why I now start from the process rather than the software.

CURRENT PRACTICE

Independent practice — AI agents, automation, evaluation

2025 — present

Riga, 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 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 LLMs through 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 SOP documentation so a workflow can be repeated by someone who did not build it.

EXPERIENCE

IT Project Manager Competition Council of Latvia, Riga

2021 — 2025

- **Worked fully remotely for the entire four years.** It began because the pandemic ruled out on-site work and it stayed that way — every result below was delivered remotely, for an employer, and is verifiable with them.
- Owned ICT development programmes from business requirements to rollout and testing, coordinating 10–12 contributors across business owners, analysts and developers.
- Initiated and drove adoption of E-lieta, the national e-case platform: authored the development concept and defended it before the national oversight committee.
- Founded and chaired a cross-agency working group (Competition Council, Prosecutor's Office, Corruption Prevention Bureau, Court Administration) — a network of volunteers whose time I did not own and could not direct.
- Held priorities steady against competing demands and reported progress, budget execution and risk to executive leadership.
- Introduced AI tools into daily operations: document drafting, summarisation, analysis.
- Authored an EU support programme application and organised a peer-exchange visit to Finland.

Parental leave Riga, Latvia

2019 — 2021

- A deliberate career break after the birth of my elder daughter. Stated rather than left for a reader to guess.

Head of IT Development Department National Health Service of Latvia, Riga 2018 – 2019

- Led a 9-person IT team developing the national E-health information system.
- Managed the ICT project portfolio; planned resources, methodology and rollout across institutions and stakeholders.

Warehouse supervisor; production operator 2016 – 2018

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

- Relocated the family to England and worked in manufacturing and warehouse supervision, with English as the daily working language.
- Earned the ILM Level 3 Team Leader / Manager qualification (EQV (UK) Ltd) alongside the job — taught and assessed in English.

Co-founder, board member, head of marketing and sales 2011 – 2015

SIA Psaiho.lv, Riga

- Co-founded the company and served on its board as a part-owner; ran marketing and sales, including customer acquisition and service quality.

Director, board member PSIA Jūrmalas Attīstības Projekti, Jūrmala 2010 – 2014

- Director of a municipally owned company, accountable to the owner for operations, budget and reporting; decisions justified and defended under municipal oversight.

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

- Delivered IT implementation projects in the private technology sector: client requirements, rollout planning and communication.

Securities and FX settlement specialist; customer service and cash desk 2005 – 2008

AS SEB banka, Riga

- Back-office processing of securities and currency transactions in a regulated financial environment; customer service and cash desk duties in the first years.

SKILLS

- **Project and programme delivery** — requirements gathering and functional specifications, scope and prioritisation, roadmap and backlog, rollout and testing, status, budget and risk reporting to executive level, Agile.
- **Cross-functional coordination** — inter-agency and inter-departmental work, working-group leadership, stakeholder management, influence without authority.
- **AI and automation** — agent building and evaluation, skills-file authoring, MCP server configuration, no-code and low-code automation platforms, prompt and SOP engineering, workflow automation, data-flow mapping.
- **Business and governance** — company direction and board duties, budget ownership and reporting to owners, public-sector procurement and compliance context, access-rights and AI-usage boundaries.

EDUCATION

- Professional Master's degree in Business Administration, ISMA University, Riga (2008); Bachelor's degree in Business Administration (2006).
- AI 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, certificate (2025).
- AI methods for everyday work — State Administration School of Latvia (2024).
- ILM Level 3 international qualification, Team Leader / Manager — EQV (UK) Ltd (2017-2018).

RECOGNITION

- Commendation from the State Administration School of Latvia for expertise in developing the public-sector project management competence framework (2024).