

Igor Filatov

Project / Delivery / Operations Manager

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Profile

Project and operations manager with agency leadership, complex production, enterprise web and current digital-business experience. Built and ran a EUR 1M+ agency delivering 100+ commercial and public-sector projects while owning budgets, suppliers, client communication and delivery. Strongest in roles where a vague commercial requirement has to become a working plan and then a real result. Available immediately and open to relocation.

Experience

La Cortigiana / Independent, Founder / Operator

Turin / International
2017 - Present

- Run an international DTC/e-commerce business across product, pricing, catalogue, web, checkout, customer support, fulfilment and post-purchase operations.
- Operate multilingual WordPress/WooCommerce sites and customer journeys; work hands-on with SEO, analytics/CRO, landing pages, Meta Ads, email and content.
- Build and use custom CRM/internal tools, AI agents, API integrations, bots and workflow automations.
- Coordinate suppliers, small-batch production, packaging, quality, international shipping and customer issues.
- Build and operate Node.js/Express/SQLite services, REST APIs and Linux/Nginx/Docker/PM2 infrastructure where the business needs custom tooling.
- Produce product photography/video and work hands-on with physical prototyping using CNC/laser, 3D printing and CAD/CAM when a project needs a practical build rather than only software.

WowAgency, Founder & Managing Director

Moscow
2012 - 2016

- Built and ran an agency with annual revenue above EUR 1M, a 10-person core team and external project teams scaling to roughly 50-100 people on large projects.
- Delivered 100+ commercial and public-sector projects, typically managing 3-5 projects concurrently.
- Owned project P&L: estimates, pricing, budgets, margins, actual costs, supplier/contractor costs and scope-change decisions.
- Personally handled new business from prospecting and client meetings through presentations, proposals, tenders, negotiations and deal closing.
- Built long-term repeat business with Chanel, Moncler and Moscow Department of Culture.
- Managed projects from scope and commercial proposal through suppliers, production, logistics, installation, live delivery and close-out.
- Managed individual project budgets up to approximately USD 2M.
- Clients and organisations included Chanel, Cartier, Moncler, Radisson, BMW, Pirelli, Vogue, InStyle, Government of Moscow and Moscow Department of Culture.

BeProActive, Senior Project Manager

Moscow
Jun 2008 - 2012

- Managed full-cycle client projects from brief and estimates through suppliers, production, logistics, on-site execution and final delivery.
- Managed project budgets up to approximately USD 2M and worked as the day-to-day client contact across changing requirements and fixed launch dates.
- Led major work for Cartier and Chanel, including VIP/high-jewellery events, boutique activations, fashion/experiential production and visual merchandising.
- Delivered Chanel One at IBC Amsterdam, coordinating international AV, LED, rigging, scenic-production and logistics suppliers through onsite installation and handover.
- Led multi-city Chanel visual-merchandising rollouts across Moscow, Ekaterinburg and Kyiv, including local fabrication, freight/customs, installation, dismantling and quality control.
- Managed Chanel Paris-Moscow / Podium production, translating Chanel Moscow and Paris/Image direction into temporary architecture, fabrication, AV, lighting, hospitality, security and multi-day installation.
- Led multi-city Chanel visual-merchandising rollouts across Moscow, Ekaterinburg and Kyiv, coordinating local fabrication, freight/customs, installation, dismantling and quality control.

Euroset, Project Manager - Social Programs / PR / Events

Moscow

Apr 2006 - May 2008

- Managed social, PR and event projects for the Euroset Charity Foundation.
- Planned and budgeted public programmes including Knowledge Day on Red Square for 600+ children and a nationwide New Year programme for approximately 5,700 participants.
- Coordinated public-authority approvals, media/stakeholder relationships, contractor sourcing and supplier tenders.

Hewlett-Packard, Project Coordinator / Project Manager, Web & Intranet

CIS

Dec 2004 - Mar 2006

- Managed regional websites including hp.ru, hp.ua and hp.kz across Russia/CIS.
- Collected and formalized business requirements and translated them into web-development tasks/specifications.
- Coordinated an external web agency, implementation tracking, technical support, regional content/localisation and corporate intranet work.
- Worked between business, marketing and technical stakeholders across several regional markets, following implementation through testing, support and localisation.

Selected Projects

F-Lab

Digital products / automation

- Built a Node.js/Express/SQLite platform with user accounts, APIs, AI-assisted features and automation; shipped small consumer products from concept through deployment.

Sovoque Guest Concierge

Customer-facing operations tool

- Built a guest-service web app with SQLite, magic links and Telegram integration to reduce repetitive hospitality communication.

Moscow City & Summer Festival Programmes

Large-scale public delivery

- Delivered major public programmes including summer festivals with 100+ concerts and the main Moscow City Day venue, coordinating public stakeholders, suppliers and production.

Channel One - IBC Amsterdam

International exhibition delivery

- Coordinated international AV, LED, rigging, scenic-production and logistics suppliers through onsite installation and handover.

Skills

Core Skills: Project delivery, scope and requirements, stakeholder management, budgets and project P&L, client communication, vendor/supplier management, operations, production/logistics, digital delivery, problem solving

Languages

Languages: Russian (native), English (C1 / advanced working proficiency), Slovenian (intermediate), Italian (A2 speaking; B1-B2 comprehension)

Education

Moscow Institute of Economics, Statistics and Informatics (MESI), Management / Marketing, 2008