SERGEY BELIKOV

Technical Product Manager · AI agents & platform integrations · B2B SaaS

Yerevan, Armenia (UTC+4) · Remote

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Working remotely as a contractor (registered individual entrepreneur in Armenia)

SUMMARY

Technical Product Manager with 9 years in AI-powered B2B Legaltech (Product Owner since 2020) and 15+ years building applications for Microsoft Windows and add-ins for Microsoft Office. Two-time founder (ProfitLabs, KatanaCRM). As an engineer and product owner, took products from 0→1 and scaled them within companies, including Grammarly for Microsoft Office (used by millions) and Athena, an AI email compliance add-in used by ~30 enterprise law firms (2M+ emails filed per year, 25% fully autonomously). Own discovery, roadmap, and delivery end-to-end, work directly with founders and C-level, and bring hands-on engineering experience to technical decisions. 10+ years of fully remote work with distributed teams. Interested in AI agents and agent extensions, where the core challenge is the same as with Office add-ins: embedding a product into a host platform.

Actively use Hermes Agent for personal work. For example, I created a portfolio site with an AI assistant using Codex, Python, and Hermes Agent inside the DigitalOcean Harness runtime.

SKILLS

- **Product:** Product Strategy & Roadmap · 0→1 Product Development · Product Discovery · User Research · Backlog Prioritization · Product Metrics · Product Requirements (PRDs) · User Stories & Acceptance Criteria · Stakeholder Management (Founders, C-Level) · Release Management · Sales & Support Enablement · Technical Documentation · UX / HCI
- **AI:** AI Agents & Agentic Workflows · AI-Driven Automation and Decision Support · Applied ML · AI-Assisted Development (Claude Code, Codex, GitHub Copilot) · AI-Assisted Prototyping (Claude Design, React / TypeScript / Python)
- **Domain:** B2B SaaS · Legaltech · Enterprise Productivity · Microsoft 365 / Outlook Integrations · DMS (iManage, NetDocuments) · CRM
- **Technical:** C# / .NET · APIs (REST, gRPC, WebSockets) · Office Add-ins (VSTO, Office.js) · SQL · Git · Domain-Driven Design
- **Tools & Methodologies:** Agile / Scrum · Jira / Confluence · Azure DevOps (Boards, CI/CD)

EXPERIENCE

Aderant

Global provider of practice management software for law firms: 2,500+ clients, including 98% of the Am Law 200.

Technical Product Manager

Sep 2025 – Present (1 yr 3 mos)

- Retained ~30 enterprise law-firm clients through Aderant's acquisition of Athena, owning product support, releases, and customer transition during the M&A.
- Led Athena's migration from VSTO to a web add-in for New Outlook, shifting AI processing to Aderant's multi-tenant cloud (Stridyn). Defined the architecture, designed and prototyped the UX in Claude Design, reviewed the team's implementation, and worked on the new AI engine. Partnered with engineering to deliver a working filing flow.
- Introduced spec-driven AI development: built a Claude Code skill that automates Azure DevOps work items from spec to pull request – adopted by 3 engineers on the team.
- Built AI tools for Athena operations: a Claude Code skill that generates client configuration files from onboarding questionnaires, and a Claude Project agent for product Q&A.
- Prototyped AInbox, an AI-native product concept to succeed Athena, with Claude Code and Claude Design, and prepared a pitch for leadership.

ZERØ / HerculesAI

AI legaltech company. Its flagship product, Athena (acquired by Aderant together with two other products), an AI email compliance solution for Outlook, is used by ~30 enterprise law firms.

Oct 2017 – Sep 2025 (8 yrs)

Product Owner, Athena

Jun 2020 – Sep 2025 (5 yrs 4 mos)

- Took over product ownership of Athena from the founders, driving roadmap, backlog prioritization, and delivery for the company's core revenue product.
- Launched agentic AI filing workflows that file 2M+ emails per year, 25% of them fully autonomously, freeing lawyers' time for billable work.
- Replaced an entire competing product with the AI-assisted Move to Folder feature (1.5M+ emails moved in 2025), by leading 3 contractors, specifying user stories and AI algorithms and reviewing delivery.

- Built a new product on top of Athena for processing departed attorneys' mailboxes: from a solo POC to adoption by 20 law firms, adapting AI algorithms and optimizing for large data volumes.
- Owned release management for Athena: wrote release notes and documentation, prepared sales and support enablement materials, and joined troubleshooting calls with key clients.

Software Engineer
Oct 2017 – May 2020 (2 yrs 8 mos)

- Extended ZERØ's mobile AI filing product into Microsoft Outlook: started the add-in solo and built its initial version, then interviewed and hired engineers to grow the team.
- Tripled the client base by adding iManage support alongside NetDocuments on a unified domain model (Domain-Driven Design).
- Resolved performance and stability issues that became critical when COVID moved clients to online-mode Outlook usage (much slower than the default cached mode) by using low-level MAPI access and moving heavy processing to a separate service.

Grammarly
AI writing assistant used by millions worldwide that became a unicorn in 2019.
Software Engineer – Remote contract
Sep 2011 – Jul 2015 (3 yrs 11 mos)

- Extended Grammarly into Microsoft Word and Outlook: built the first add-in POC solo in 1 month, reporting directly to founders to close a competitive gap.
- Scaled the add-in from POC to a product used by millions – grew the team from 1 to 4 engineers and drove technical and product decisions.
- Increased non-corporate adoption by replacing VSTO deployment with a custom COM shim, delivering a native, lag-free real-time UX synced with the Grammarly backend over WebSockets.

Founder & Independent Product Builder
Co-founded a B2B startup, then founded a CRM product and ran an independent practice serving B2B clients directly: problem discovery, requirements, UX, delivery, and rollout, mostly on Microsoft Office and Windows.
2003 – 2017 (14 yrs)

- Founded KatanaCRM (2008 – 2014): turned a custom Excel replacement for a consulting firm into a CRM product deployed at 10+ small B2B and B2C companies, competing with larger vendors' products. Owned the full path from discovery and UX to development, sales, and implementation.
- Earned Top Rated status on Upwork with 32 completed projects across diverse industries worldwide – quickly learned each client's domain and owned requirements gathering through delivery.
- Acted as business analyst and product owner for a time-management consulting firm: gathered requirements directly from clients and delivered Outlook-based workflow solutions.
- Contributed to LexPrompt, a Word add-in that helps lawyers draft documents by reusing clauses from their document management system.
- Co-founded ProfitLabs (2003 – 2007) and built several products from scratch: a server configurator that eliminated sales configuration errors, a tender document generator, AI-based supplier price-list matching, and a case-based reasoning system that accelerated case resolution for a top-3 Russian mobile operator's support team.

EDUCATION

Moscow Aviation Institute – Specialist degree in Computer Science, cum laude
1998 – 2004
Postgraduate research in AI (neural networks + state machines); Certificate of Merit at a young researchers' AI conference, approach applied in a ProfitLabs product.

CERTIFICATIONS

Claude 101, Claude Code 101 (Anthropic, 2026) · Human-Computer Interaction (Coursera, 2013) · MCTS: .NET Framework, Windows Applications (Microsoft, 2010)

LANGUAGES

Russian (native) · English (full professional proficiency)

TEACHING, SPEAKING & WRITING

- Designed and taught university courses in programming (C++, C#), operating systems, and interface design at Moscow Aviation Institute for 17 years (2003 – 2020).
- Spoke at Microsoft and Upwork community events.
- Wrote a blog on relationships, psychology, self-development, and freelancing, which grew into a non-fiction book published by Eksmo Digital (2021).