

# Filinkov Ivan

Project manager

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Blog



## Summary

I have led teams for a total of 3 years. Out of these, 2 years were spent leading a team of technical writers, and 1 year leading a project team for retail network support. I have the ability to establish strong partnerships with both clients and colleagues. I am skilled at writing documentation effectively and implementing streamlined processes.

## Work experience

### Lead Technical Writer, 01.2021 — 03.2023

r\_keeper (VK, O2O) — Russian biggest restaurant automation software company with over 65.000 restaurants in 53 different countries.

Established documentation processes, popularizing it among users and clients.

- Created, trained, and led a team of 4 technical writers from scratch.
- Implemented a Jira process with text cross validation and reports in EasyBI.
- Wrote and reviewed marketing texts for the blog, email, and social media.
- Established user feedback channels, created 2 Telegram channels, and a documentation chat with a total audience of 700 people.

### Technical Writer, 12.2018–12.2020

r\_keeper (VK, O2O)

I wrote documentation and personally trained clients, helping them understand our product.

#### Documentation

- Created a style guide for technical writers. All articles are now written according to it.
- Migrated the knowledge base from an old Windows server to Ubuntu. The loading speed increased by 2-4 times.

#### Training

- Developed and filmed a series of training videos that eliminated the need for in-person training. The onboarding time for new dealers reduced from 3 to 1 day.
- Made educational courses and tests that helped for the identification of unqualified dealers.

### Freelance, 06.2017–11.2018

I created educational courses, email and advertising campaigns and also helped small clients with promotion.

- Creating of educational courses on LMS platform. Holding webinars and video editing.
- Creating mailing lists in Mailchimp and SendPulse.
- Making advertising campaigns on Facebook and Instagram.

### Support 2-nd line engineer, 02.2013–05.2017

onlanta.ru is an outsourcing company, part of the LANIT Group, which is the largest IT company in Russia with 14,000 employees and a turnover of 216 billion rubles.

I managed a project for the 1-st and 2-nd line technical support for a chain of retail stores.

- Project management, communicating with the clients, creating roadmaps and action plans.
- Resolving incidents: remote support, installation, replacement, and repair of equipment.
- Writing instructions and employees training.

## Additional Information

Education: Specialist degree, MGUPP, 2012. Engineering Technologist

Languages: English — B2, upper intermediate, Russian — native.

Certification: ITIL® Foundation Certificate in IT Service Management, 2016