

Filinkov Ivan

Project manager

Tbilisi, Georgia



[Telegram](#) [Linkedin](#) [Email](#) Ivan@filinkov.org [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 can establish strong partnerships with both clients and colleagues. I particularly enjoy organizing tasks and creating processes, which includes writing documentation and making diagrams

Work experience

Business Analyst, 07.2023 — present time

Misty group — a startup within a group of companies. We develop ERP systems for automating veterinary clinics and restaurants.

- I organized the process of making changes to the specifications and design, formalized discussions;
- Based on my specifications, a new website has been created and a mobile application is being developed;
- I wrote user cases, made processes, and visualized all of this in BPMN and UML.

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. I 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) — Russian biggest restaurant automation software company with over 65.000 restaurants in 53 different countries. 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 was 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.

Senior Support Engineer, 02.2013–05.2017

onlanta.ru — 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 employee 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