

Mikhail Moskvich
32467 Tolmie Ln
Black Diamond, WA 98010
Cell: (253) 886 -6163

michaelmoskvichwincofoods@gmail.com

WORK EXPERIENCE:

Manager IT Infrastructure Retail Support

WinCo Foods – Lacey, WA April 2018 to Present

- Leveraging service provided and by Network Team and by the End User Computing Team.
- Developing continues improvement plans to optimize KSR cost and measure as grow customer satisfaction KPI's.
- Ensure IT compliance for local infrastructure services (e.g. PCI, , license management, incident management, ITSCM, Security).
- Service Delivery Management for NAM Retail Infrastructure Service.
- Provide governance to Retail IT organization based upon global HW/SW/process/solution standards and policies.
- Ensure timely delivery of work and providing regular update to managers
- Assist asset managers and finance managers on new acquisitions, disposals, flow of funds, future equity/debt raising etc.
- Oversee and manage IT support team, answer queries and provide necessary coordination
- Update budget tracking file and perform necessary analysis
- Ad hoc analysis/request and management metrics preparation.
- Review/prepare regular and ad hoc management metrics and analysis
- Services, systems, and HW life cycle management.
- Establish an retail store infrastructure foundation where innovative Retail IT concepts can be integrated quickly and efficiently.

Lead Engineer, Retailing Engineering

WinCo Foods - Lacey, WA - October 2015 to April 2018

- Assist the Director of Retail Technology in establishing short and long range planning related to Retail Technology, equipment, and platforms.
- Provide third level escalated support to the Helpdesk, Desktop, Enterprise Engineering, and Network Team at Corporate Office.
- Drive continuous improvements in process and operational efficiency by reducing operational burden.
-

IT Support Technician

WinCo Foods - Kent, WA - June 2008 to October 2015

- Performing fast and efficient network support including troubleshooting, helpdesk functions, correction of NT- related problems on servers and workstations,
- Assist with providing system support services, including service outage diagnosis, troubleshooting and restoration of service virus protection management.

- Assist in Server infrastructure management, performance monitoring, operating system upgrades and troubleshooting.
- Provide technical assistance on enterprise email system to assist new and existing users at all locations.
- Create and manage users, computer accounts and their access to network resources in Active Directory.
- Perform network management to include allocating, deploying, coordinating, and monitoring of customer systems.
- Prepare test and applications for monitoring desktop performances, and then provide performance statistics and report for Director of IT.

Quality Assurance Engineer

QA 101 Consulting Group Bellevue, WA - January 2014 to July 2014

- Designed, developed, documented, executed, and maintained test cases/plans to address functional, system, integration, performance, user acceptance and regression testing.
- Worked closely with the Agile Team to develop comprehensive test suites providing complete test coverage.
- Liaison with development, product, project management, and customer support teams.
- Provided regular status reports on progress, documentation, and metrics.
- Helped define, promote, and ensure adherence to quality assurance processes.

IT Help Desk & End-User Support Intern

Emerald Home Furnishing – March 2012 to August 2012

- Support the IT team in the maintenance of hardware, software, and other systems.
- Troubleshooting with equipment such as printers, computers, and servers.
- Software updates and backups when requested.
- Participated in the development of new desktops, servers, or other applications.

IT Helpdesk Specialist

University of Washington - Tacoma, WA - October 2011 to June 2012

- Responsible for providing end user support and software, hardware, and network assistance.
- Use experience and judgment as well as pre-established procedure and instructions to identify, research and resolve technical problems presented through Level I, II and III (when possible) Help Desk tickets.
- Documented, tracked and monitored the problem to ensure a timely resolution.

Web Development & Graphic Design Manager

Cyber Consulting - September 2009 to December 2009

- Involved in the deployment of the TEC application in Test, Performance and Business

Assessment environments.

- Involved in the functional automation for the web application using .Net Framework and C#.
- Involved in helping the operation team during the environment configuration and during the deployment.
- Involved in helping the business by creating the test scripts required to start the UAT.
- Involved in troubleshooting the WCF services connectivity issues and discussing with the partner teams for the issues identified during the testing.
- Wrote the feature specific test plans. Involved in helping the UAT team for fixing the UAT issues identified.
- Coordinating test effort with the offshore team and guiding the team.
- Involved in driving the daily triages.

EDUCATION :

University of California Berkely

Masters of Information Management and Systems 2016-2018

Grade: 3.875

University of Washington Tacoma

Bachelor of Science (BS), Information Technology and Systems, 2010 - 2013

Grade: 3.50

QA 101 Consulting Group (Software Testing School)

Software Test Engineer

April 19, 2014

References: Upon Request