Sergei Shabinskii

Past | Now | Future

Experience and Education

Service management

1. Support service presale
2. Develop support process framework
3. Optimise support processes
4. Project management and Agile concepts

Technical experience

1. BSS (Payment Domain)
2. SQL, Power BI, Python - fundamentals
3. Networking (LAN, MAN)
4. Servers, Storages, Cloud

Education

- ITIL 4 - Managed Professional
- Volga State University of Information and Telecommunication
- Samara University of Economic
- Technical and Management Courses at Nexign/Huawei

Key values & Mission

1	Knowledge

2	Creation

3	Openness

Continuous knowledge in 3 dimensions - Philosophy, Management and Technical for create from a blank page or on the exists environment value for people based on openness and clear communication and team working.

Way to implement

Activities

30%	**Analytical and programming**
10%	**Technology**
50%	**Service management**
10%	**Philosophy**

SQL + Python for data analysis

Power BI (planned)

Telecom market: problem & opportunities

BSS\Cloud

ITIL drills and rethink

Management concepts review (Agile, PM)

Thinking and decision making

Fundamental ideas and terms

GitHub

GitHub

GitHub

GitHub

GitHub

GitHub

GitHub

GitHub

Knowledge database for experience sharing

Thank you