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 dimension - Philosophy, Management and Technical for create from scratch or on exists environment value for people based on openness and clear communication and team working.

Way to implement

30%	Analytical and programming

SQL + Python for data analysis — GitHub

Power BI (planned) — GitHub

10%	Technology

Telecom market: problem & opportunities — GitHub

BSS\Cloud — GitHub

50%	Service management

ITIL drills and rethink — GitHub

Management concepts review (Agile, PM) — GitHub

10%	Philosophy

Thinking and decision making — GitHub

Fundamental ideas and terms — GitHub