

SYSTEMS ANALYST PROFILE

Diligent, client-oriented individual equipped with strong skills in analytics, problem-solving, coding, and programming. Experienced senior-level technical support professional with a record of achievements across project management, application, security, and business analytics. Strong negotiator, adept mentor, and reputable independent worker.

Core Competencies

- Technical Support
- Data & Analytics
- Programming
- Fullstack Development
- Project Management
- Application Management
- Business Analytics
- System Integration

TECHNICAL PROFICIENCIES

VBScript | VB.NET | VBA | SQL | JavaScript | MySQL | CSS3 | MS Visual Studio | PHP
HTML5 | CMD | IBM MQ | Adobe Premiere | FontCreator | IBM ConnectDirect
SAP Business Objects | Adobe Photoshop | MS Office

PROFESSIONAL EXPERIENCE

Tier 3 Technical Support Engineer, Smartly.io, Helsinki (9/2021 to current)

Ensure best-in-class technical support and distinguished customer service. Solve technological challenges of the world's largest online advertisers, helping them to solve issues in an expedient and affable manner. Help to launch products, including supporting alpha and beta features. Resolve advertisers' issues and identify product bugs using internal troubleshooting tools. Perform tech-heavy investigations and resolve sophisticated support critical issues. Analyze, reproduce, prioritize, and document platform bugs. Work quickly to identify and fix the root causes of problems. Assist and train teammates.

Senior Technical Support Analyst, Citibank Russia, Moscow (6/2009 to 7/2021)

Deliver expert assistance, analysis, and systemization across business requirements, processes, applications, and banking technology, aiding employees throughout optimization and integration of new initiatives and projects. Serve as a tester and quality inspector to ensure best possible technical outcomes. Install, update, and test regulatory applications, and control documentation and reporting along with departmental systems support. Manage 30 applications overall and participate in internal/external audits. Utilize cryptographic software for keys and certificates creation and updates. Maintain interactive systems, monitor internal processes, and write technical and user documentation. Team leader for operators working in shifts.

- Transferred a paper-based checklist of operators to Excel featuring several automated functions to improve traceability of work; redesigned the original system using programming experience to create a [product](#) to be used by others.

- Successfully managed almost 30 applications simultaneously, closing decade-long backlog for a handful of them.
- Negotiated vendor pricing down from \$100k USD to \$55k USD and led the refactoring of the application.
- Single-handedly supported the entire country of Kazakhstan for 2 years, fulfilling various roles including project manager, application manager, and business analyst.

Administrator / Developer / Tester / Designer, Simbiat Software, Moscow (9/2004 to Present)

Develop and administer a website, delivering support and hosting operations for web-services. Analyze all requirements and requests of users, maintaining close communications to understand needs and improve product accordingly. Write technical and client documentation. Continue to develop self-taught coding skills, achieving more structured knowledge resulting in higher quality of the code. Rewrite code into libraries and publish on [GitHub](#) for the use of others.

- Controlled optimization processes and served as the main developer of the [DarkSteam](#) project until its closure, including releasing a revamped app version with migration to web platform to yield a 150x performance increase; additionally, established and maintained communication with users and secured positive feedback.
- Supported file storage of 8Tbs+ and administered and moderated a forum of 20,000+ users.
- Automated payments and donations via PayPal using vBulletin plugins.

Writer, Moscow (2006 to Present)

Write [prose](#) and [poetry](#) both in English and Russian. Write small reviews on [anime/manga](#) and [games](#). Try narrative in video format: "[Welcome to My Crib](#)" and "[Aqua Chronica](#)".

- Shared page-flip sample on [GitHub](#).
- Analyzed inconsistencies in narrative of [Detroit: Become Human](#) and [The Medium](#)

Additional Experience...

Manager of the Distance Learning Center, Windsor Education Center

EDUCATION

Automation & Computing Engineering, Management & Informatics in Technical Systems

Moscow Institute of Electronics and Mathematics

Web-services Support 

Luxoft Training

LANGUAGES & OTHER SKILLS

Russian (Native) | English (C2 – Proficient) | German (A1 – Basic)

Script Development | Algorithms/Concepts | Fullstack Development | Backend Development

[Coding](#) | [Prose](#) & [Poetry](#)

Video Editing | Facebook [Page](#) Management

Pluralsight skill [assessments](#)