

Director of IT Department Director of IT Department New York, NY Work Experience Director of IT Department The Network Place - New York, NY February 2018 to July 2019 USA Presenting DocPlace software to potential clients with live demo on existing client that uses software on daily basis Performing document assessment Organizing software deployment process by close communication with development team and client Customizing software for client's needs Setting up departments structure and security permissions Minimizing time costs for deployment and onboarding process Providing customer's staff with training on a software Researching client's document workflow for future automation of the time-consuming processes Periodical checks, following ups and updates of clients about new software features and versions Upgrading clients with new versions Monitoring software performance and compiling periodical reports

Director of IT Department Central Business Solutions, Inc - New York, NY February 2018 to July 2019 USA Installation and configuration Windows Server 2008/2012 R2 Performing and managing AD, DHCP, Group Policy Set up and management of user accounts, permissions, VPN client accounts Company management system administration Office 365 Administration 3CX Phone System Administration Print Audit Software Installation and Administration Install, manage and maintain Windows servers, Virtual machines, LAN/WAN, network switches, firewalls, routers Providing solid troubleshooting skills, maintenance, and network enhancement Maintain IT equipment including workstations and laptops, hardware replacements, upgrades, patches, and perform troubleshooting Monitor network performance Maintain effective working relationships and good customer service Installation and configuration of SHARP MFPs at customer sites, including networking, setting up security parameters and customizations for customer needs like scan to e-mail, network folders, LDAP integration, etc. Help desk support via phone and E-mail

Project Manager Bell Language School - New York, NY September 2017 to April 2018 USA Creating online testing system for teachers based on Moodle Analyzing existing paper tests Researching for optimal solution to satisfy teachers requests and school director expectations Installation of new testing system on a hosting and configuring design Creating test quiz version and presenting it to teachers and director for feedbacks and suggestions Adjusting the new testing

system for teacher's needs Filling up system with existing paper tests Configuring time, grades and authentication policy Managing and providing supporting for testing system

SEO Specialist / Freelance / Consulting New York, NY August 2014 to September 2017 USA A comprehensive audit of the site (including technical) Perform site analysis, keyword research Usability Audit Development of recommendations for change Building of semantic core Interaction with copywriters / rewriter Drawing up the terms of reference Search customers Perform competitor

SEO research Helpdesk Specialist / VTB PJSC - Moscow, RU January 2014 to August 2014 Russia Handled technical troubleshooting within an enterprise environment, including system crashes, slow-downs and data recoveries Provided first-level technical support to end-users on software and applications, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets Handled 200+ technical/mission-critical emails daily and consistently met high service standards Participate in the capture of new knowledge and solutions Document and track each customer interaction through closure

System Administrator Sfera Group - Moscow, RU March 2013 to April 2014 Russia Service and maintenance of MS Server 2003/2008 Configuration and maintenance of AD, DNS, GPO, Terminal server, File-server Technical support workstations based on Win XP/7 Installing and configuring the applications Administration program for bookkeepers (1C 7.7/v8) Maintenance and Support Consultant Plus Operate and maintain corporate network and critical networks, protecting assets Establish and maintain external communication with other network Develop and strengthen working relationships with other units, customers and partners

Laboratory Technician University of Instrument Engineering and Computer Science - Moscow, RU January 2011 to May 2013 Russia Upgrading and maintenance of LAN, servers based on MS Server 2003/2008R2 Configuration and maintenance of Active Directory, DNS, Group Policy Supporting and configuration LMS Moodle Technical support of workstations based on Win XP /7 Implementation of laboratory work based on LMS Moodle Installing and configuring network equipment, office equipment and applications Provide technical expertise in the installation, troubleshooting, upgrade and optimization of hardware and software products

Education Master's Degree University of Instrument Engineering and Computer

Science - Moscow, RU June 2013 Skills Network Administration (6 years), HTML (2 years),
Customer Service (4 years), Technical troubleshooting (5 years), Problem diagnosis (6 years),
Vmware, System Administrator (6 years)

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