**Ilya Makeev**

QA Engineer

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**AW6X4KLB@GMAIL.COM**

**Key skills**

ITSM, Agile, Jira, Terminal, SQL, Postman, Jmeter, Jenkins, JavaScript, Wireshark, HTML, CSS, PHP

**Courses**

Author's QA introduction course by [HYPERLINK "https://www.linkedin.com/in/vadim-ksendzov-74099837/"Vadim Ksendzov](https://www.linkedin.com/in/vadim-ksendzov-74099837/).

EPAM course [HYPERLINK "https://learn.epam.com/start"Automated testing basics in Java Script 2.0](https://learn.epam.com/start)..

**Experience**

MARCH 2021 – PRESENT TIME

**Незабываемое варенье** – Co-owner of a canning company

* Implementation of a CRM system;
* Conclusion of contracts for the supply and control of their execution;
* Procurement activities.

DECEMBER 2020 – MARCH 2021

**MTS Bank** – Head of IT Services

* Implementation of quality control of IT services provided, monitoring compliance with SLA;
* Formation of analytical reports on the level of service and preparation of presentation materials on the services provided;
* Communication with the Stakeholders. Resolution of escalations and controversial issues on the service;
* Acceptance in support of new information systems;
* Keeping the IT Service Catalog up to date;
* Development and participation in updating process documentation of IT services (regulations, instructions, memos, etc.);
* Increasing end user satisfaction.

SEPTEMBER 2017 – DECEMBER 2020

**RICOH Rus** – Customer Service Supervisor

* Quality control of the services provided, operational management of full-time and contract engineers for the maintenance of office and industrial printing systems;
* Calculation and control of compliance with the KPIs of full-time engineers, tracking the effectiveness of contractors in the context of efficiency, cost and labor productivity;
* Calculation of the cost, drawing up and conclusion of contracts for per-copy maintenance and T&M services;
* Control of the correctness of the classification and distribution of incidents to full-time engineers and contractors;
* Control of work on the resolution and prevention of incidents.

**ESM/ERP system implementation project + engineers mobile app**

[1С:Project of the year 2019 in the nomination HYPERLINK "https://itilium.ru/about-company/blog/project1c"" HYPERLINK "https://itilium.ru/about-company/blog/project1c"Information Technology Management (ITIL) HYPERLINK "https://itilium.ru/about-company/blog/project1c""](https://itilium.ru/about-company/blog/project1c)

[itSMF:ITSM project of the year 2018 in the nomination HYPERLINK "https://itilium.ru/about-company/blog/itsmf"" HYPERLINK "https://itilium.ru/about-company/blog/itsmf"Effective IT Management Processes HYPERLINK "https://itilium.ru/about-company/blog/itsmf""](https://itilium.ru/about-company/blog/itsmf)

* Participation in the formation of requirements for the customer portal, testing;
* Participation in the formation of requirements for a mobile app for engineers, conducting functional and non-functional testing;
* Participation in the implementation of new tools for statistical analysis of the quality of service delivery based on 1C Itilium and MS PowerBI.

APRIL 2014 – SEPTEMBER 2017

**Mondelēz Rus / Jacobs Douwe Egberts Rus** – Helpdesk specialist

* Registration and processing of incoming requests in accordance with the established SLA deadlines;
* Receiving, delivery and replacement of users equipment;
* Providing advice, troubleshooting and solving problems with such office applications as MS Office, SharePoint, SAP, OTM (Oracle Transportation Management);
* Leading and conducting trainings and webinars on used, available or new services of the company.
* Communication regarding maintenance with representatives of companies-manufacturers of the equipment used (HP, Plantronics, Polycom, etc.);
* Leading webcast service project of organization teleconferences with broadcasting providers such as AT&T and Cisco. Coordination activities between provider and the client-company.

**Project on implementation of intranet service for printing purchase orders**

* Creating and configuring an intranet service for remote printing of order numbers with a Zebra printer;
* The Intranet portal is written and compiled in HTML + CSS;
* MSSQL;
* Apache server (PHP) + RasberryPi (OS Debian).