

# EKA CHKHEIDZE

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## SUMMARY

As an IT professional with extensive experience in the banking sector, I'm excited by the opportunity to apply my skills in SQL, Python, and cloud technologies to your **Machine Learning Engineer** position. My training in Azure **AI Engineering**, coupled with my understanding of banking systems, makes me well-suited to contribute to model deployment and integration and I am particularly interested in these challenges.

## EXPERIENCE

### Service Expert, APP Support | Space Neobank, 2021 – Present

- Identified and resolved application bugs, ensuring optimal system performance.
- Participated in project implementations, contributing to successful outcomes. Analyzed and addressed customer needs, providing effective support solutions.

### Administrator of Applications | National Bank of Georgia, 2019 – 2021

- Managed application updates, upgrades, and installations, maintaining system integrity.
- Conducted thorough research to resolve application bugs, minimizing downtime. Created and modified user roles, ensuring secure access and permissions.

### QA Tester | Pasha Bank in Georgia, 2018 – 2019

- Performed manual testing of bank core systems, validating changes and ensuring quality.

### IT Help Desk | JSC TBC Bank, 2015 – 2018

- Provided technical support to employees, resolving issues related to CRM, LOS, LMS, R-Admin, VNC, RDP, CC Agent, AD, Nitro Pro, MS Office, Outlook, Windows OS, Printers, and Scanners.

## TRAINING & CERTIFICATIONS

**Azure AI Engineering** | New Horizons | 2024

**Google Associate Cloud Engineer** | New Horizons | 2022

**Python** (Self-Learning) | 2022-2023

**Python Fundamentals** | Scientific Cyber Security Association | 2021

**PC Hardware and Software, CCNA R&S, CCNA Cybersecurity Operations, CCNA Security** | CISCO Networking Academy | 2020

**MS SQL** | GRENA Academy | 2018 – 2019

**English Language Course** | St. Giles International, Brighton (UK) | 2013

## SKILLS

- **Cloud Technologies:** Azure Copilot, GCP, Terraform
- **Databases:** Data Grip, MS SSMS
- **Development Tools:** PyCharm, GitHub, Visual Studio, Postman
- **Monitoring & Logging:** ELK, Elastic, AppDynamics
- **Project Management:** Jira, Confluence
- **Banking Systems:** CRM, Mambu, Corezoid
- **Operating Systems & Applications:** AD, Windows OS, MS Office Suite, Outlook, Nitro Pro
- **Hardware & Networking:** PC Hardware, Software, CCNA R&S, CCNA Cybersecurity Operations, CCNA Security
- **Testing & QA:** Manual Testing, Bank Core Systems
- **Programming:** Python (Fundamentals, Self-Learning)

## EDUCATION

### MBA in Tourism Management

Iv. Javakhishvili State University, Tbilisi, Georgia, 2007-2009

### Bachelor's in Business

#### Administration

Iv. Javakhishvili State University, Tbilisi, Georgia, 2002-2006

## LANGUAGES

**Georgian:** Native

**English:** Listening (C1), Speaking (B2), Writing (B2)

**Russian:** Listening (C1), Speaking (B2), Writing (B2)