# Bespalov Andrey

## Male, 43 years

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Location: Saint-Petersburg

## Education:

Saint-Petersburg State University of Aerospace Instrumentation

## September, 2009 - March, 2015. Enkata Technologies

## Senior Operations Team Manager

Responsibilities:

Team Management:

* Hiring and managing team up to 5 engineers to support production processes
* Defining a bonus policy for the department

Production Support:

* Defining and monitoring major Operations KPIs
* Defining and handling production change management process
* Managing risks on upgrading production
* Planning production upgrades/migrations according to the change management process
* Troubleshooting and resolving issues occurred on production
* Communicating with customers on troubleshooting and upgrade processes
* Monitoring production processes and overall production environment health, monitoring historical trends
* Defining and testing a Disaster Recover plan to restore the most critical production services and processes

Cross-Team Communication:

* Working with the Product Management and Engineering teams to enhance product functionality in terms of supportability and maintainability
* Managing processes to transit projects from the Professional Services group to production
* Working with the IT team on handling planned production maintenances
* Communicating with auditor firms and handling external audits on Operations side (SAS-70/SSAE-16)

Internal Operations Project Management:

* Planning and handling projects to optimize Operations processes
* Designing and implementing monitoring and alerting production tools
* Designing and implementing project/environment health dashboards. Reporting to executives

Achievements:

* Operations processes were revised and adjusted according to the ITIL best practices
* Operations and overall company processes were certified by SAS-70/SSAE-16 audits that helped the company to sign-on new customers
* Level of customer satisfaction was increased, SLA rate had been increased significantly, from 80% to 99%, and was continuously kept at a high level
* Efficient Operations group was built which supported core production processes on different platforms
* Number of issue resolved on the Operations side without escalations to the Level 2 support has been increased by 30-40%
* The most critical production processes were automated that helped to reduce amaount of manual work and increase team's efficiency
* Additional monitoring and alerting tools were implemented that allowed to detect majority of potential production issues in advance. Number of production downtime cases has been decreased by 70-80%

## March, 2005 - September, 2009. Enkata Technologies

## Senior Implementation Engineer/Technical Lead

Responsibilities:

* Managing a technical implementation team (up to 2 engineers)
* Designing and implementing projects for the US and Canadian companies
* Working with the Product Management team to enhance product functionality required for the successful project deployments

Achievements:

* Projects for several US and Canadian healthcare and telecom companies and banks (Aetna, Mellon, Bell Canada) were successfully implemented and transited to production

## December, 1998 - March, 2005.

## CSBI EE – Computer Systems for Business International Eastern Europe.

## Head of Foreign Operations Department / System Analyst

Responsibilities:

* Designing, developing and implementing the Forex operations and Money Market back-office subsystems in scope of the "BANKIER" banking system
* Designing, developing and implementing the Dealing Front Office system
* Designing, developing and implementing integration of the "BANKIER" banking system with external systems (REUTERS, SWIFT and others)

Achievements:

* Forex, Money Market subsystems were successfully implemented in several Russian banks in scope of the "BANKIER" banking system
* Dealing Front Office system was successfully implemented in several Russian banks

## Recommendations :

On demand

## Languages:

Russian - native

English - advanced

## Core Skills:

Operating systems : MS Windows, Unix/Linux

Database : MS SQL Server, Progress, PostgreSQL

Bug racking systems : JIRA

Business intelegent systems : Tableau

Source control systems : Perforce

Monitoring systems : Zabbix