

# SERGEI PETROV

**Email:** sergei.petrov@spweb.dev  
**Personal Website:** <https://petrovsergei.com>

**Telephone:** +357 97613033  
**Location:** Limassol, Cyprus

## PERSONAL PROFILE

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Web Developer and IT Operations specialist with over five years of experience in the online payments industry. Working with teams of developers to create, test, and maintain web services. I have played key roles in product development, project management, and technical support.

## EMPLOYMENT HISTORY

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**Praxis Tech, Limassol, Cyprus – Technical Account Manager (IT Operations)** **Jan 2023 – present**

Praxis is a technology provider for the payments industry offering a variety of products including cashier/shopping basket software, a payment gateway, transaction analytics and integrations with new payment solutions and CRM platforms.

Key Achievements:

- Found and resolved multiple long-standing technical issues impacting key Praxis services.
- Led the deployment of emergency bug fixes on a tight schedule, minimizing downtime and lost revenue.
- Provided technical support during the onboarding of key merchants that were critical to the growth of the business.

Responsibilities:

- Analyse and resolve technical issues. Communicate job requirements to development and product teams.
- Write and test code for critical bug fixes and new features.
- Perform code reviews, approve pull requests, monitor deployment of new code to production.
- Participate in user acceptance testing, analyse and sign off on test results, conduct post-deployment system monitoring.
- Lead a team of developers. Attend daily status update meetings, monitor progress, resolve issues and impediments.
- Represent the technical team in front of merchants, CRM providers, payment solutions, users and other stakeholders.

**Praxis Tech, Limassol, Cyprus – Product Owner (Payment Solution Integrations)** **Oct 2019 – Jan 2023**

Key Achievements:

- Managed the integration of over 500 new payment methods, payment solution providers and banks with Praxis.
- Participated in the rollout of a major overhaul and update of the Praxis product range.

Responsibilities:

- Manage and prioritise the integration backlog of new payment methods and payment solution providers.
- Analyse API documentation, create user stories, communicate business requirements to development teams.
- Create testing plans, participate in user acceptance testing, perform retrospective analysis for deliveries.

**Uwire, Limassol, Cyprus – Account Manager** **Feb 2018 – Apr 2019**

Fintech start-up – business development, customer onboarding, KYC, CRM administration

**Clarivate Analytics (Formerly Thomson Reuters IP & Science) – Sales Analyst** **Apr 2015 – Aug 2017**

Sales team CRM administration, financial planning, analysis and reporting.

**Incopro Ltd, London – Intelligence Analyst** **Feb 2014 – Mar 2015**

Online copyright infringement intelligence - data analytics, visualisation and reporting.

**LinkedIn, London, EMEA Marketing Solutions – CRM Data Quality Analyst** **Dec 2013 – Jan 2014**

CRM administration, database analytics

**AkzoNobel, International Paint Ltd, Newcastle – Sales Support Executive** **May 2009 – Nov 2013**

Financial planning, analysis and reporting for sales teams

## EDUCATION

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**Cyprus Institute of Marketing, Master of Business Administration (MBA)** **2019 – 2021**

2 year Master of Business Administration degree with a specialisation in International Business.

**University of Oxford, Master of Chemistry (MChem)** **2004 – 2008**

4 year Master of Chemistry degree. Additional modules in advanced mathematics and statistical analysis.

## ADDITIONAL INFORMATION

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Permission to work in Cyprus and the EU (Cyprus citizenship)

Languages: English (fluent), Russian (fluent)