

SERGEI PETROV

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Location: Limassol, Cyprus

PERSONAL PROFILE

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

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

Online payment orchestration platform - customizable payment pages, payment gateway APIs, merchant dashboards, transaction analytics, 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

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

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

Languages: English (fluent), Russian (fluent)