**Sergey Biryukov**

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**Career Objective:**

Leadership position where I can use my 18 years of experience in IT and consulting to help the company in achieving strong business results.

**Summary of Skills:**

* IT project management
* Complex problem solving
* IT Services management (ITIL)
* Strong leadership skills and people management experience
* Outstanding communication and organizational skills

**Work Experience:**

Manager of Customer Success organization

Microsoft RUS, Moscow, Russia

July 2020 - Present

I'm helping to drive innovations for large enterprise organizations by improving their digital workplace and empowering their employees using Microsoft cloud solutions.

Services Practice Leader

Microsoft RUS, Moscow, Russia

January 2016 – June 2020

I'm responsible for the overall performance of the services delivery organization, developing long term customer relationships, growing revenue, and establishing the necessary planning to drive growth and profitability within country practice, accelerating the adoption of advanced support models and solutions, and promoting Microsoft Services strategy.

* P&L ownership for delivery organization: achieving challenging targets on profitability and health of big services engagements (support and integration projects)
* Program management of key consulting projects in Russia: CRM & ERP deployments, big infrastructure projects
* Driving digital transformation agenda with key customers through innovative projects and deployment modern Microsoft cloud technology

Support Practice Leader

Microsoft RUS, Moscow, Russia

November 2012 – January 2016

* P&L ownership of Premier Support organization in Russia
* Tight collaboration with engineering on product improvements
* Developed high performing team and individuals, winning various awards and recognized as high potential employees

Support Practice Manager

Microsoft RUS, Moscow, Russia

March 2011 - November 2012

* Managed to develop effective and successful Telecom and Communications Sector practice in Microsoft Premier Support in Russia
* Consistently met challenging customer satisfaction targets through effective management of delivery support services
* Consistently exceeded revenue and margin targets through effective contract scoping, sales management and building strong customer relations on CIO/CTO/TDM level

Technical Account Manager

Microsoft RUS, Moscow, Russia

January 2008 - March 2011

* Maintained a long-term relationship with the customer and high level of customer satisfaction with Microsoft services, products and technologies
* Owned and maintained a service delivery plans ensuring customers operational success with Microsoft products
* Developed deep technical expertise in Microsoft products stack
* Managed the 24x7 incident resolution and follow up to ensure either product improvement within Microsoft or operational improvement within the customer's IT environment

IT Infrastructure Manager

Rusfinance Bank (Societe Generale), Samara, Russia

June 2003 - January 2008

* IT infrastructure consolidation and development projects (M&A activities, call center, monitoring, virtualization, open source)
* Daily IT infrastructure operations management

**Education:**

* Master's Degree in Linguistics
* Samara State University, Samara, Russia 2001

**Language proficiency:**

* Russian – native
* English – full professional proficiency
* German – limited professional proficiency

**Reference:**

On request.