

Tikhon Likhachev

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Profile:

Technically skilled professional with a BSc in Computer Science and 3+ years of hybrid experience across customer-facing operations and enterprise technology. Proven ability in aligning regional requirements, reducing operational friction, and translating technical solutions into business outcomes.

Key Skills: Enterprise System Deployment • Technical Project Coordination • Vendor & Stakeholder Management • Customer Onboarding • Process Automation & Optimisation • Data Analysis • CRM

Tools & Tech: Linux, Python, SQL, Git, Splunk, REST API, Meraki, JIRA, Salesforce, GDMS, Microsoft 365 Suite

Languages: English (native), Russian (native)

Professional Experience

Hilton – Global Deployment & Change Management (GDCM)

Senior Associate – Property Engagement Platform | Jan 2025 – Present | Remote – EMEA / International

- Sole technical lead for EMEA hotel systems migrations, configuring and supporting integrations between on-site hotel systems (e.g., payment terminals, key encoders) and Hilton's cloud-based property management platform.
- Delivered 30+ multi-country deployments across Germany, US, UK, and Ireland; Pilot launches in Saudi Arabia, Netherlands, and France.
- Led automation project that reduced hotel systems configuration time by 83% per property, with the ability to run in parallel across multiple sites; scoped requirements, led development sprints, and coordinated stakeholder demos.
- Flagged critical configuration issues during system migrations that raised regional fiscal compliance concerns; findings led to a temporary rollout pause and legal review. Subsequently assigned to openings team to deepen expertise in fiscal requirements and support future deployment.
- Mentored junior associates through monthly 1-on-1s focused on technical onboarding, deployment processes, and troubleshooting best practices.
- Audited hardware vendor deliveries and identified consistent over-shipments across EMEA; coordinated returns and redeployed excess to cut costs and fill supply gaps.
- Handled escalated technical issues during deployment, including edge-case integration and network challenges
- Coordinated vendor-side readiness (Oracle, Adyen, Agilysys, Shiji and others) for migrations, confirming sales order status and resolving integration issues in collaboration with support teams, technicians, and network engineers.
- Created and maintained internal documentation (e.g servers setup, vendor workflows), improving clarity and reducing pre-migration errors.

Hilton Manchester Deansgate

Front Office Duty Manager | Aug 2024 – Dec 2024

- Supervised daily front office operations, led staff briefings, and upheld service standards across high-volume guest interactions.
- Resolved complex guest issues and operational disruptions, demonstrating calm decision-making under pressure.
- Coordinated between departments to streamline handovers, special requests, and emergency responses.
- Provided hands-on leadership and coaching to junior staff on professional standards, improving guest satisfaction scores

Hilton York

Assistant Night Manager | Apr 2021 – Aug 2023

- Promoted from Front Desk Receptionist after earning a recognition of managers and clients on a consistent basis for excellent performance and being “quickest to learn” the property management system
- Managed full overnight operations, representing senior leadership monitoring trends in guest experience and creating reports with a focus on continuous improvement
- Trained and supervised junior night staff including safety and emergency procedures.
- Performed night audit duties, including revenue reconciliation, ledger balancing, and generation of end-of-day financial and occupancy reports.
- Demonstrated leadership and resilience in solving problems

Education

University of York

BSc Computer Science | 2021 – 2024

Westbourne School, Penarth, UK

International Baccalaureate Diploma | 2019 – 2021

Extracurricular & Volunteering

- Elected President, Russian-Speaking Society, University of York
- Top 10, national placements in cybersecurity CTF competitions (Moscow CTF, GeekCTF)
- Volunteer Tutor, Westbourne Prep School; Marathon Marshal, Cardiff Half & NSPCC events
- Contributed bug fixes on Devuan Linux forums
- Interests: Travel, tech, cooking, and motorsports