

# NIKOLAI KOZHEKHOV

## SENIOR IT OPERATIONS MANAGER

10 years in IT Operations, 2 years in IT B2C of FMCG company. Developed from Software Engineer to IT Operations Manager building my managerial skills, but preserving and improving technical skills in the same time. Passionate about technical aspects and technologies. I'm chasing new opportunities in order to contribute into creation of big, complex things with lots of technical aspects and develop people as best experts whom I definitely can be proud of.

## EXPERIENCES

- Present  
|  
Jan'2022

● **IT Operations Manager, Eastern Europe cluster**

Philip Morris International 📍 Saint Petersburg, Russia

  - Head of IT Operations (Manufacturing + Supply Chain) at cluster level (Russia, Ukraine and Kazakhstan)
- Jan'2022  
|  
Sep'2018

● **IT Operations Manager, Russia**

Philip Morris International 📍 Saint Petersburg, Russia

  - Taking care of IT Operations (Manufacturing + Supply Chain) at country level (Russia)
  - ~30 IT Services (24/7, various criticality), project and people (20+ people) management
  - Responsible to align on key initiatives with business, technology stakeholders and global functions
  - Bridging Operations and all IT functions (customer services, technical services, infrastructure, info security etc.)
  - Representing IT at site leadership team level
- Sep'2018  
|  
Aug'2017

● **IT Team Leader**

Philip Morris International 📍 Saint Petersburg, Russia

  - Team (IT for supply chain) coordination and development (2 and 3 lines support)
  - Supply Chain IT services development, maintenance and support. Suppliers, projects and stakeholders management
- Aug'2017  
|  
Apr'2014

● **IT Project Leader**

Philip Morris International 📍 Moscow, Russia

  - Implemented pan Russia call center digitalization based on Avaya POM, CRM platform (SFDC), e-commerce platform (cs.cart), vending service (tailormade development), logistics service provider (SAP based). From business process digitalization blueprint to transfer into maintenance.
  - Manufacturing and Logistics execution systems implementation. Plan, preparation and implementation of new MES and LES systems (based on Apriso FlexNet) with minimal impact to production (~1M containers at warehouse, >50 production units at 2 factories, 24x7 manufacturing process): requirements management, project execution, cut-over, go-live, hyper-care, support.
- Apr'2014  
|  
Sep'2010

● **IT Analyst Systems**

Philip Morris International 📍 Krasnodar, Russia

  - Service provider for high critical manufacturing services (MES, WMS, PLC and SCADA, Tracking&Tracing): SLA fulfillment, support, development
- Sep'2010  
|  
Jun'2008

● **Software Engineer**

Novinteh 📍 Tomsk, Russia

  - Design and implementation of desktop applications for oil industry based on the Oracle DBMS and Delphi 2009.

## CERTIFICATIONS

### AWS Certified Cloud Practitioner

Expires Aug'2024

### MuleSoft Certified Developer

Expires Nov'2023

### Data and Analytics for Business Leaders - Data Science Dojo

Credential ID 7700eb35




## EDUCATION




- 2008  
|  
2003

● **Engineer's Degree, Information Technology**

Tomsk Polytechnic University 📍 Tomsk, Russia

## CONTACT INFO

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## SKILLS

Stakeholder management  
Team and project management  
Leading and empowering  
Emotional intelligence  
Dealing with ambiguity  
Entrepreneurship  
Agility  
Attention to details  
Trustworthiness and respect  
Decision making

PLC, LES/MES, SCADA, WMS  
Database administration  
MSSQL  
Postgres  
MongoDB  
.NET Core C#  
Node.js and Vue.js  
CI/CD  
Test automation  
AWS  
MuleSoft Anypoint