Male, 38 years, born on 6 February 1982

Reside in: Moscow
Citizenship: Russia, work permit at: Russia
Ready to relocate, ready for business trips

Desired position and salary

IT Project Manager / Application Manager / Technical Account Manager / Business Analyst

IT, Internet, Telecom
- Banking Software
- System Integration
- Project Management

Employment: project work, work placement, volunteering, part time, full time
Work schedule: rotation based work, remote working, flexible schedule, full day, shift schedule
Desired travel time to work: less than hour

Work experience — 15 years 3 months

October 2016 — till now
3 years 5 months

Citibank
www.citibank.ru

Project Manager / Application Manager / Business Analyst

Goals and Objectives:
The role of the Russian Ukraine Kazakhstan (RUK) cluster team is vital to the success of managing CIS finance technology project and application portfolio. Ensure schedule, compliance, implementation quality, budget tracking and business satisfaction.

Principal Responsibilities:
Ensure preparation and implementations of all technology projects for the RUK cluster are executed to the appropriate standards compliant with defined technology strategy, standard procedures and policies.
Onboarding of new application and ownership handover. Plan for Application Hardware/Software/License upgrades or migration activities to align to the compliant platforms (DEV, UAT, PROD, DR).
Carrying of technology project management function for multi-systems integration projects and technology mandatory activities.
Ensure full adherence to Citi policies, Framework Standards and Corporate Policies to the owned applications.
Ensures effective performance and status reporting to team for all program/projects within the portfolio.
Manages & audits performance of the application portfolio, project plans, project artifacts, project teams, project collaboration sites (i.e. schedule, costs, risks, issues, decisions) & project financials/forecasts.
Acts as the escalation point of contact for all issues within the assigned portfolio of projects and applications.
End to End support for any business driven or regulatory driven changes for reporting and owned applications.
UAT planning and performing for all new products.
Business requirements analysis; application development, managing of UAT and implementation activities.
Ensure that all projects are properly documented and formalized. Maintenance of application design and support handover documents up-to-date. Searching for opportunities and making suggestions for improvement of business processes and portfolio of applications both within the department and through collaboration with other departments and services.

November 2014 — June 2016
1 year 8 months

Deutsche Bank
Moscow, www.db.com/russia

IT Application Manager

The Application Manager (AM) is accountable for the full life cycle of a single or portfolio of applications. The AM has to ensure that the application(s) are enhanced and maintained in accordance to the Bank's IT

Security Risk and Compliance requirements of the client and other stakeholders as included in the application strategy and service levels. The AM identifies and manages the risks and issues associated with the application(s) and escalate appropriately.

The following are typically some of the tasks for which an AM is responsible for:

• Plan for Application Hardware / Software / License upgrades or migration activities to align to the compliant platforms (DEV, UAT, PROD, DR)
• Ensure business application implementation, planning, coordination and control on the project execution, involvement of internal IT resources and/or external providers. End to End support for any business driven or regulatory driven changes. Vendor management
• Facilitate Disaster Recovery activities by reviewing DR plans and coordinating the execution of DR exercise for the application.
• Manage Internal and external application audits and Audit issue remediation activities.
• Manage remediation of gaps in application lifecycle management activities such as Account recertification, remediation of Application configuration gaps etc
• Manage application related Risk and Compliance Evaluation tasks and resolution of gaps in this area (SOX, MAS).
• Problem management and proactive incident resolution (ServiceNow, Jira).
• Plan and Manage Application events and Database Events monitoring using Bank wide standard monitoring tools and application capacity forecasting
• Plan and manage Application user access related tasks.
• SLA preparation and signing for the IT systems
• Acts as the escalation point of contact for all issues within the assigned portfolio of projects.
• Searching for opportunities and making suggestions for improvement (PKI, Kerberos SSO)

December 2012 —
December 2014
2 years 1 month

Microsoft Corporation
www.microsoft.com

Technical Account Manager

A Technical Account Manager (TAM) is a trusted business advisor to Microsoft's Premier Support customers providing valuable guidance around operations and optimization of their IT infrastructure through quality Service Delivery Management. Once a Premier customer has deployed a Microsoft product, if something unexpected occurs the TAM, working with Customer Service and Support (CSS), manages the incident to resolution and then follows up to ensure either product improvement within Microsoft or operational improvement within the customer's IT environment. By maintaining a long-term relationship with their customers a TAM gains an understanding of their customers' IT organizations' impact on overall business, their IT goals, and their pain points - which is used by the TAM to create a Service Delivery Plan ensuring their customers' operational success with Microsoft products.

Key initiatives for this role include:
• Customer Health through Service Delivery Planning & Execution
• Customer satisfaction
• Emphasis is on prevention and consultative advice (ITIL/MOF)
• This role is responsible for the management of support services to Enterprise Services customers.

Scope and decision making include:
• Manages a diverse and complex scope of support issues and projects
• Works with management only when necessary to resolve sensitive issues
• Solves complex support issues effectively. Escalates as necessary for confirmation of solutions or other options as needed
• Assesses customers' risks and needs and recommends appropriate service offerings to proactively address

• Documents recommendations formally via service delivery plan and presents to customer and virtual account team unit
• Manages the delivery of recommended/agreed-upon services to achieve high customer satisfaction and trust
• Makes good, timely and financially sound decisions with moderate uncertainty or pressure on a consistent basis
• Decisions sometimes impact immediate group and other related groups
• Determines most effective method of problem resolution by utilizing internal resources when necessary

Key stakeholders and other internal organizations this role will interact with include:
• Consistently demonstrates concise and effective communication with customers and employees
• Occasionally leads sharing of best practices and guidance with team community
• Consistently establishes and maintains working relationships with internal support delivery teams, customer support teams, customer contracts and materiel representatives
• Frequently establishes and maintains relationships with Field Sales and Microsoft Consulting Services (MCS) to execute on a service account/delivery plan
• Position relies internally upon GBS/CSS Support Professionals, Premier Field Engineers, and their management, MCS Services (Engagement Managers/Project Managers), and Services Account Managers (Services Executives), EPG Account Executives, and Premier/Services regional and worldwide HQs
• Communicates with and influences Microsoft Services leadership/management at team level
• Externally position relies upon Customer Support Manager (CSMs) and named Support Contacts - usually comprised of IT managers and individual technical contributors

February 2012 —
December 2012
11 months

Thomson Reuters
thomsonreuters.com

Technical Account Manager

• Responsible for creating a positive, can-do attitude championing client services, technology and priorities of our most complex, demanding global clients, engaging wide-ranging internal and external resolver groups as required.
• Acts as client escalation point for all issues impacting technical services ensuring the proper actions are taken by company to produce an outstanding client experience.
• Establish and maintain a trusted advisor role to our client teams regionally and possess a strong working knowledge of the clients' 12 month goals, technical challenges and their infrastructure configurations supporting the trading environment.
• Establish and participate in the Global Client Service Forums with their peer TAMs around the world or in-region.
• Full involvement in client technology initiatives and opportunistic lead identification.
• Work with their account team to execute sales opportunities and assist in the promotion of products and technologies.
• Meet with clients weekly and proactively to review all ongoing business, technical projects, service issues, and maintain and drive mutually agreed project plans and issues lists.
• Assist in coordinating compliance assessment. ;
• Drive client satisfaction through proactive service management initiatives and service improvement programs and resolution of issues impact clients.
• Provide customer feedback to internal groups on service expectations and service performance.
• Maintain awareness of industry and regulatory directions and work with clients to implement required changes.
• Perform capacity planning through regular reviews of bandwidth reports and system capacity reports.

September 2010 —
February 2012
1 year 6 months

Hewlett-Packard
Moscow, hpe.com

Technology Consultant

Provide technology consulting to external customers and internal project teams. Responsible for providing technical support and/or leadership in the creation and delivery of technology solutions designed to meet

customers' business needs and, consequently, for understanding customers' businesses. As trusted advisor create and maintain effective customer relationships to insure customer satisfaction. Maintain knowledge of leading edge technologies and industry/market domain knowledge. Actively contribute to HP's solutions portfolio by providing information ranging from technical knowledge to methodologies based on experience gained from customer projects. Shape technical direction and technical strategies within the organization and for external customers. Accountable for consistent and significant chargeability levels and for assisting in meeting or exceeding revenue and customer satisfaction goals. Contribute to organization's profitability by generating and cultivating new business opportunities and by providing technical support for deal proposal development.

November 2006 —
September 2010
3 years 11 months

Hewlett-Packard
Moscow, hpe.com

Collaborative Support specialist

Primary responsibility of the Collaborative Support Centre (CSC) engineer is to manage reactive customer's cases to a satisfactory resolution. The work is generally in the areas of Client Automation application software products. Has the full responsibility of technical support to customers. On receipt of a service request the CSC engineer researches a solution through remote diagnosis, documentation and/or knowledge databases within agreed timeframes. Perform suitable information gathering, analytical troubleshooting and problem research, collaborating with other engineers and developers.

November 2005 —
November 2006
1 year 1 month

Home Credit and Finance Bank
Moscow, www.homecredit.net

Specialist in IT department

Implementing new products and services into bank infrastructure. Bringing into development technical tasks and specifications. Draw up ISP contracts for subsidiaries. Full life cycle contracts tracking. Supervising technical stuff in subsidiaries, training of non-technical employees and making onsite software design changes to meet customer needs.

May 2005 —
November 2005
7 months

Corbina telecom
Moscow

Technical support engineer

Technical support engineer

September 2004 —
May 2005
9 months

MTU-Intel
Moscow

Technical support specialist

Support specialist

Education

Higher

2014

State University – Higher School of Economy
Business Informatics, MBA

2010

State University – Higher School of Economy
Economy, Stock market and investments

2006

Moscow State Institute of Radio Engineering Electronics and Automation
Cybernetics, Automation of management systems

2003

Odessa National University

IT, Bachelors Degree

Tests, examinations

| 2013 | **Microsoft Operation Framework**
Microsoft |

2013   **Microsoft Operation Framework**
Microsoft

2013   **Microsoft Technology Specialist**
Microsoft, Active Directory

2010   **ITIL**
Hewlett Packard, Foundation v3

Key skills

Languages   Russian — Native
English — C2 — Proficiency
Ukrainian — A1 — Basic

Skills   Customer Relationship Management   Customer Service   Presentation skills

Account Management   Project management   Negotiation skills   ITIL

Product Management   PMBOK

Further information

About me   - Strong organizational and communicative skills, project management experience
- Strategic and analytical thinker with an eye for detail
- Experience of conducting negotiations and presentations for customers
- Ability to control the level of service provided to the customer and to ensure customer satisfaction.
- Experience of writing technical documentation
- Good command of English (written and oral)