

Aleksey M.

Project Delivery Manager, Business Process Manager

GENERAL QUALIFICATION

- Over 19+ years of experience in the IT field: HW/SW support, end users support, IT service delivery management, Demand and Delivery Management, IT performance management, transformation management in domestic Ukrainian companies and international companies;
- Over 10+ years of experience in IT Project Management field;
- Over 8+ years of experience in Service Delivery Management, Demand & Delivery Management;
- Over 7+ years of experience in IT Budget Management;
- Over 7+ years of experience in People/Team Management;
- Over 6+ years of experience in IT Outsourcing;
- Over 2.5+ years of experience in IT Security;
- Good working knowledge of different Project Management methodologies: Agile, SCRUM, Waterfall Model and PMBOK for different IT infrastructure projects;
- Workaholic, pragmatic, realistic, sociable, initiative, leadership skills, self-disciplined, highly determined, responsible, good and efficient as a team member, experienced in working in international teams, ready to learn a lot;
- Can manage and coordinate high pressure projects very efficiently, without showing stress;
- Practical experience in Hardware + Software department management, End Users Support, Security Management, IT awareness improvement for end users, Data Leakage Prevention project implementation, IT performance Management, IT Services Delivery Management, IT Project Management, Demand & Delivery Management and IT Operations.

Project Management skills:	Agile Methodology (Scrum\Lean), Waterfall, PMBOK, Project QA management (time, budget, without business impact and with defined quality), reports about milestones of the project, project execution reports, report about deliverables + project closure report (T*M, FC contracts).
Performance Management skills:	Change Management, Risk Management, KPI and SLA tracking and execution management, documentation management (performance reports, reports for MANCOM, Steerco reports).
Demand and Delivery Management:	For IT projects and IT services provided to end users.
IT Outsource:	SLA\OLA and KPI management, backlog management, Security management, Incident Management, IT Outsource contract management and costs calculation for IT services.
Standards:	ITIL, COBIT.
Budget:	OPEX\CAPEX management, forecast, planning and tracking of payments, savings management and cost optimization, FTE optimization.
License Management:	Microsoft and other special end-user SW.
Contract Management:	Contract management with outsourcing partners and external vendors\suppliers.
Users education:	IT Awareness program development and implementation.
IT policies development, support and compliancy check-up:	Users IT policy, IT security policy, Mobile data policy, SaaS policy, Cloud policy.
Users technical support:	Hardware and software technical support, troubleshooting, copiers and printers technical support.
SW Project Management tools:	Trello, YouTrack, JIRA.
Patch and software development tools:	SCCM tool, Altiris.

VPN clients:	Aventail, F5 Big-IP EDGE client.
RDP:	Citrix XenDesktop.
Virtual Environment:	VMWare, Citrix XenDesktop.
WEB/Content filtering software:	Cisco WSA, Zscaler.
Data Leakage Prevention tools:	Symantec DLP, CA DataMinder, RSA.
Hardware Skills:	x86 architecture, HP servers ML and DL series (HP ML150, DL 380/360/320/180 etc.), HP iLO/iLO2, professional workstation HP 9300, IBM servers X-series, PC hardware (HP, Lenovo, IBM, local UA vendors).
Network equipment:	Cisco routers\switches (28/29/38 series), Cisco AiroNet Wi-Fi access points, D-Link routers.
Cloud services:	Platform as a service (PaaS), Software as a service (SaaS) (Azure, Verizon, Microsoft).

COMMUNICATION SKILLS

- **English** – Advanced;
- **Russian** – Native;
- **Ukrainian** – Native;
- **German** – Beginner.

EMPLOYMENT HISTORY

December 2015 – Present, QArea.

PM, BPM, ISO27001/ISO 21500/CMM Implementation manager

Responsibility:

- Roadmap for the implementation of ISO 27001, ISO 21500, CMM/CMMI standard in QArea – development and implementation;
- Project Manager, Demand & Delivery Manager for external Projects;
- Business Analyst for Internal Project (Under NDA);
- Development and implementation of ISMS process;
- Development and implementation IT Security policy, IT Outsource policy, Change Management, Patch Management process and all other processes and controls for the

successful ISO 27001 implementation according to ISO 27001 handbook and list of the controls to be implemented;

- Development and implementation of processes and methodologies for the secure sensitive data environment – sensitive data classification scheme, use cases, and exception model;
- Risk Assessment and Risk Analysis – Quick Wins and roadmap to be implemented;
- Cooperation with HR department for the development and implementation of HR basic processes (HR Newcomer, HR transfer, HR Disposal) and integration of these processes with existing IT environment.

Project Management for external projects: Telecom provider, HSP holding project (socialization of human needs), Medical foundation project, Australian MediCare project (Under NDA):

- SDLC;
- MVP development;
- Project Delivery;
- Service Delivery.

Business Analyst for internal project (Under NDA):

- New functionality and key deliverables definition and research of competitors;
- Formalization of requirements of MANCOM (Management Committee);
- Steering Committee participant and board member;
- development of mathematical models;
- Definitions of key deliverables;
- Description of metrics and KPI;
- SLA model development.

August 2015 – November 2015, Company A

Project Manager

Responsibility:

- Define the optimal model of the IT internal outsourcing model (IT Common Service Center, or IT CSC is the internal outsourcer for the selected plants and companies of the Holding for Finance operations and IT Operations);
- Define the scope of the project in collaboration with senior management and IT departments representatives of the management company of MetInvest holding for the 3 mining and processing plants in Krivoy Rog, Ukraine + Management Company of MetInvest holding (staff, structure of IT Operations department);
- Define the optimal model of the budget cooperation of IT operations department with 3 mining plants and management company;
- Development and implementation of the IT processes for the new IT operations model: service desk\help desk model, new standard operations procedures for IT staff, the

correct distribution of tasks between business applications that are local and unique for the defined unit of the holding and centralized IT services;

- Development of the IT strategy for 2016-2017 year (2 metallurgy plants).

Key Deliverables (business case for 3 mining-and- processing plants for 2015):

- Project timeline for 2015 (in compliance with the input from top management);
- The scope of Centralized and Local IT services that can be transferred to IT CSC;
- SLA and OLA for IT services to be provided by IT CSC according to the scope defined;
- The staff to be transferred to IT CSC (positions, IT structure + staff optimization till March 2016);
- The model of internal IT contract for IT services to be provided by IT CSC to selected plants of Holding (resource units definitions, quantity of resource units in the environment, pricing model, SLA for IT services provided, incidents report, tickets by types report – time and quality);
- The model of the calculation of the costs for services to be provided by IT CSC for 2015 (estimated pricing model according to the quantity of Users active in AD, PC quantity in the environment and tickets quantity by types) with the representative statistics provided;
- IT CSC development conception for 2015-2017 (optimization of the software landscape, implementation of Service Desk L0-L4 with correct model of tickets' distribution, centralization of all IT services to be transferred to IT CSC and resource-distributed model of the calculation of the costs for IT service to be provided).

May 2015 – August 2015, Company B, Kharkov

Software Developer, Project Manager

Responsibility:

- Define the scope of the project in collaboration with senior management;
- Create a detailed work plan which identifies and sequences the activities needed to successfully complete the project;
- Determine the resources (time, money, equipment, etc) required to complete the project;
- In consultation with the appropriate manager, recruit, interview and select staff and/or volunteers with appropriate skills for the project activities;
- Manage project staff and/or volunteers according to the established policies and practices of the organization;
- Execute the project according to the project plan;
- Develop forms and records to document project activities;
- Write reports on the project for management and for funders;
- Communicate with funders as outlined in funding agreements;

- Monitor and approve all budgeted project expenditures;
- Ensure that the project deliverables are on time, within budget and at the required.

January 2015 – May 2015

Freelancer

Projects that were successfully managed and executed:

- Proposal for Lviv IT department – how to make e-Governance, situation center and data center in Lviv;
- Business case creation for the local Kharkov startup – Primary Technologies Company.

Responsibility:

- Startup consulting – business case creation (budget, hardware and software, IT team, FTE calculation, location and office choice);
- Laptop and OS optimization, repairing and maintenance, data backup\restore.

April 2012 – November 2014

IT Security Manager

IT security performance management – tracking of KPI and execution of SLA on a monthly basis, Data Leakage Prevention project implementation.

Projects that were successfully managed and executed:

- Development of Data Leakage Prevention Strategy and implementation of Data Leakage Prevention (DLP) project – Audit phase, in cooperation with Verizon company;
- ISO 27001 audit participation and completion, processing of ISO audit results into Security Roadmap;
- Web-content filtering solution POC implementation (Zscaler, Cisco WSA);
- Development and updates of regular vulnerability management procedure (for external and internal vulnerabilities) – with external vendors and BAU team;
- Protection against hacker threats of external promotional company and brand sites during the FIFA 2014 in cooperation with ICTS company and platforms of sites owners;
- Users' IT awareness improvement program – development of new IT awareness e-training and implementation of those trainings for end users in LMS tool. User training - development and deployment of IT Security Flash (issues of storage and handling of passwords, what exactly can be considered sensitive information and how it is stored, etc.);
- Development and updates of Privileged account management procedure;
- Transformation of antivirus solutions and its further support;
- Transfer of IT services provided to ABI by IBM to CAPGemini.

Responsibility:

- Development of IT security strategy for Europe, using the input and targets from Global Level;
- IT Outsourcing management – operational activities, contract management;

- IT Project Management – risks management, budget management, reports management, deliverables management and QA, project closure report;
- External and internal vulnerability management for LAN, WAN, Production and non-production servers, promo and brand sites of ABI;
- Regular patch (CAP Gemini, HP) and vulnerability management (Proteus, ICT), analyzing reports of external\internal vulnerability audits. Tools: SCCM + Altiris;
- Vulnerability management with an external vendor, who provides services for internal\external vulnerability scanning of hardware and WLAN of ABI IT environment (ICTS company);
- Development and management of Internal ABI Policies – global security policy, end user policy, mobile data policy, SaaS policy, etc.;
- Privileged account management for AD environment of Zone CEE and Zone WEZ;
- External connections management – VPN connections to ABI network from external vendor and ABI users;
- GPO policies management – new policies creation, modification of policies in compliance with Security policies from BAU team and audit recommendations;
- Antivirus solution management. Development of the strategy of existing AV solution with more efficient solution;
- New services projecting and implementation in collaboration with Architect team, transformation of existing services;
- Audit activities support – common work with internal and external audit teams in check-up of business processes, and ABI information assets (Deloitte, PWC.);
- Business Continuity Plan and Business Recovery Plan implementation and support (in cooperation with Business representatives) for Business Service Center Kharkov;
- Coordinator of internal Excellence program;
- Routine: contract management, finance\payments management, budget management – inside package IT security in Zone IT budget. IT security management – regular security reports, MANCOM and SteerCo reports.
 - Quantity of staff under the control – 2 in staff, up to 20 – out staff (outsource vendors);
 - Quantity of users' workstations under support (desktops and laptops) – about 10000;
 - Quantity of users under support – about 11000;
 - Quantity of servers under support – 860.

January 2012 – April 2012

Service Delivery Manager CEE

IT services performance management – tracking of KPI's and execution of SLA on monthly basis.

Projects that were successfully managed and executed:

- Planned and regular replacement of equipment at all locations of the company - the replacement of users' PC and laptops, servers, printers and MFPs;
- Expansion of the Central Office in Moscow;

- Removal of sales offices, transfer of IT services when moving.

Responsibility:

- Technical support of users for all locations in Ukraine and Russia in CEE Zone of ABI: 8 large Sales offices, 263 small sales offices, 1 Business Service Center, 12 plants, 2 representative Offices in Kyiv and Moscow;
- IT Outsourcing management – operational activities, contract management;
- IT Project Management – risks management, budget management, reports management, deliverables management and QA, project closure reporting;
- Management of all outsourcing companies under ABI umbrella (British Telecom for telecommunication services, IBM for hardware support, Logica and Accenture for software support, local UA and RU vendors for on-site support, local UA and RU vendors for local telecommunication services);
- Regular control for the back-ups of users' data at FPCS and their replication to DC (IBM);
- Software license management and inventory;
- Local business application support – M.E. Doc, 1C, Best-Zvit, etc.;
- Budget process management for CEE Zone – forecast of equipment replacement, costs estimation, CAPEX\OPEX process management, payment tracking, costs optimization, budget planning;
- Technic expertise for hardware and system software replacement strategy, LAN and WLAN changes and transformation, local AV support, print services;
- Common work with Architecture team in infrastructure projects implementation or transformation of existing services and transferring these projects in BAU (Business as Usual);
- Development of new Policies, management of already existing policies – Support Policy, End User Policy etc.;
- Routine: contract management, finance\payments management, routine budget management – inside package Technology in Zone IT budget, IT performance management – regular IT KPI\SLA reports, MANCOM and Sterco reports, assets management.
 - Quantity of staff under the control – 6 in staff, up to 50 – out staff (outsourcing vendors);
 - Quantity of users' workstations under support (desktops and laptops) – 4300;
 - Quantity of users under support – 5700;
 - Quantity of servers under support – 210;
 - Quantity of MFU, printers, plotters under support – 530.

June 2009 – December 2011*Service Delivery Manager*

IT services performance management – tracking of KPI's and execution of SLA on a monthly basis.

Projects that were successfully managed and executed:

- Planned and regular replacement of equipment at all locations of the company – the replacement of users PC and laptops, servers, printers and MFPs;
- Design and commissioning of the Business Service Center of ABI in Kharkov;
- Expansion of the Central Office in Moscow;
- Removal of sales offices, transfer of IT services when moving;
- Planning and transferring of IT services of ABI in removal of the Central Office in Ukraine
- Design and commissioning of VOIP solutions at given locations of the company (Cisco IVR);
- Design and commissioning of video conferencing systems at predetermined locations of the company (Cisco Telepresence + Polycom);
- Modernization of LAN and WAN of ABI (using CISCO solutions);
- Commissioning of guest WAN at predetermined locations of ABI (using CISCO Aironet + Radius);
- Regular inventory of IT equipment of ABI;
- Regular inventory of software licenses of ABI.

Responsibility:

- Technical support of users for all locations in Ukraine – 8 large sales offices, 1 business service center, 1 HQ, 3 plants;
- IT Outsourcing management – operational activities, contract management;
- IT Project Management – risks management, budget management, reports management, deliverables management and QA, project closure report;
- Management of all outsourcing companies under ABI umbrella (British Telecom for telecommunication services, IBM for hardware support, Logica and Accenture for software support, local vendors for on-site support, local vendors for local telecommunication services);
- Regular control for the back-ups of users data at FPCS and their replication to DC (IBM);
- Software license management and inventory;
- Local business application support – M.E.Doc, 1C, Best-Zvit, etc.;
- Budget process management – forecast of equipment replacement, costs estimation, CAPEX\OPEX process management, payment tracking, costs optimization, budget planning;
- Technical expertise for hardware and system software replacement strategy, LAN and WLAN changes and transformation, local AV support, print services;
- Common work with Architecture team in infrastructure projects and transferring these projects in BAU (Business as Usual);
- Development of new Policies, management of already existing policies – Support Policy, End User Policy etc.;
- Audit activities support – common work with internal and external audit teams in check-up of business processes, and ABI information assets (Deloitte, PWC.);
- Regular assets management;

- Routine: contract management, finance\payments management, routine budget management – inside package technology in IT budget zone, IT performance management – regular IT KPI\SLA reports, MANCOM and Sterco reports, assets management.
 - Quantity of staff under the control – 4 in staff, up to 50 – out staff (outsource vendors);
 - Quantity of users workstations under support (desktops and laptops) – 1600;
 - Quantity of users under support – 2100;
 - Quantity of servers under support – 34;
 - Quantity of MFU, printers, plotters under support – 160.

EDUCATION

- **1994 – 2000**, Kharkov State Polytechnic University, Engineering Physics Department, Faculty of Systems Analysis and Management;
- **February 2000** - MS in Applied Mathematics.