CHIEF OPERATING OFFICER

26 травня 2025 Місто: Івано-Франківськ

Вік: 45 років
Режим роботи: повний робочий день, вільний графік роботи, віддалена робота
Категорії: IT, WEB фахівці, Консалтинг, Керівництво

✔ Перебуваю в шлюбі ✔ Є діти ✔ Готовий до відряджень

Досвід роботи

Service Delivery Manager

EPAM Systems, Inc (IT-consulting / Services),
02.2022 – 03.2025 (3 роки)

Обов'язки:

Various projects, the most notable ones below:

Migration of selected UA universities' infrastructure components to AWS

- Managed the migration of selected on-premises infrastructure for 26 universities to AWS, mainly using Lift-and-Shift strategies with various migration scenarios. The scenarios varied from backup/hot stand-by configurations to full-scale infrastructure deployments across departments.
- Developed and implemented support processes. The processes were based on ITIL support/Kanban, along with core FinOps practices, such as Showback reporting/Budgeting/Cost anomaly detection, infrastructure monitoring, access control, and security. This resulted in numerous quality improvements, such as zero lost requests, no overspending, etc.
- Directed post-migration infrastructure optimization, achieving a 70% cost reduction while improving infrastructure efficiency. E.g., for one university this decreased students' sign-in time from 600-900 to 5-10 seconds.
- Negotiated and supervised service agreements, UA gov tenders procurement, payments, and sponsorship search with universities and partners.
- Mentored eight junior team members, helping them to get AWS Solution Architect certification.

Confidential Projects - NDA

- Conducted service delivery consultations and supervised teams on projects related to GovTech, MDTU, and security of UA government sites (Scrum/Kanban).

Founder & CEO

KhG (Operations Management as a Service for IT companies), Харків
03.2021 – 02.2022 (11 місяців)

Обов'язки:

(part time - discontinued due to the war)

- Assembled a team of consults, using my reputation only.
- Represented the company at public events and engaged with industry leaders.
- Identified potential clients and initiated negotiations, including discussions with the UA IT Association.

- Nearly secured the first client—finalizing scope and pricing—before operations were disrupted.

Technical Support General Manager

Namecheap Inc (IT-consulting / Services), Харків
10.2017 – 08.2019 (1 рік 10 місяців)

Обов'язки:

- Designed and implemented team KPIs.
- Fostered teamwork culture, reducing staff turnover by ~70%, and increasing morale.
- Established Quality Assurance workflows, cutting errors by ~50%.
- Established a streamlined interview, training, and onboarding process for internal promotions, transitioning from trainer-led sessions to self-preparation, cutting hiring time from 2–3 months to 2 weeks.
- Implemented a continuous improvement process (4 Disciplines of Execution), reducing request wait times by 200% and improving overall service quality.
- Initiated and led the development of a support bot and utilities, automating 50-70% of Tier 1 requests and cutting staff workload in half.
- Strengthened interdepartmental relationships, reducing conflicts by ~80% and fostering a more rational resolution approach.
- Led the VPS/dedicated server plan redesign, aligning it with ITIL request types to improve service efficiency.
- Mentored and grew the successor for my position.

Chief Operating Officer

YourServerAdmin.com (IT-consulting / Services), Харків
08.2013 – 08.2017 (4 роки)

Обов'язки:

- Designed and developed Services Portfolio and SLAs from scratch, preparing them for sales, resulting in a 5-7% increase in new contracts and a 20-30% reduction in quality claims with existing clients.
- Implemented ITILv2 processes, establishing a foundation for continuous improvements.
- Transformed team culture, boosting morale and shifting the mindset to a business-oriented approach, turning a disorganized group into a cohesive team.
- Improved client perceptions, reducing negative feedback from 5-7 negative reviews to 1-5 positive ones weekly, with additional positive testimonials.
- Guided pre-sales, sales, negotiations, and hiring processes to align with business objectives.
- Managed the company's cash flow, payroll, and scheduling to ensure operational efficiency.
- Increased profit through consistent upselling to existing clients over several years.
- Took over a large and angry client who was prejudiced against the company. Handled negotiation, planned, organized, and controlled handover of 200+ servers. Made the client a loyal one.
- Delivered key projects, like billing platform migrations for ~20k users and various smaller infrastructure migrations.

COO deputy

YourServerAdmin.com (IT-consulting / Services), Харків
04.2010 – 07.2013 (3 роки 2 місяці)

Обов'язки:

- Managed and worked with diverse teams, enhancing communication and problem-solving.
- Contributed to pre-sales and sales processes, driving successful deals and revenue growth.
- Led organizational changes and client projects using PRINCE2 and DSDM, ensuring efficient execution and stakeholder alignment.

System Engineer/System Engineer Team manager

YourServerAdmin.com (IT-consulting / Services), Харків

06.2004 – 03.2010 (5 років 8 місяців)

Обов'язки:

System Administration/SRE, Team leadership

Освіта

National Technical University "Kharkiv Polytechnic Institute" (Харків)

Спеціальність: Integrated Technologies and Chemical Engineering

повна вища, 09.1998 – 02.2005 (6 років 5 місяців)

Додаткова освіта

• Mini-MBA “Thinking Manager”, KBS, 2019

Знання мов

Англійська - Високий рівень (вільно)