Груша Олександр



КЕРІВНИК СЛУЖБИ КОНТРОЛЮ ЯКОСТІ

9 квітня 2024 Місто: Київ

Вік: 55 років
Режим роботи: повний робочий день, віддалена робота, часткова зайнятість
Категорії: IT, WEB фахівці, Логістика, доставка, склад, Телекомунікація та зв'язок

✔ Перебуваю в шлюбі ✔ Є діти

Увійдіть або зареєструйтеся на сайті як роботодавець, щоб бачити контактну інформацію.

Опис

Experience

International Company (IT)

Chief Delivery Officer, PM

з 02.2023 по нині (1 рік 2 місяці)

Management of the software development and PM department.
Implementation of the project management system.
Development of educational materials and training of the company's employees in the use of the project management system.

FOP

Founder and owner

з 07.2007 по нині (16 років 9 місяців)
FOP Grusha Oleksandr, Київ (IT)

- Creation, testing and implementation of the employee survey system for Customer Life.
- Installation, configuration and user support of the Youth festival.
- Creation, testing, support and filling of sats for a company dealing with products for health, beauty and longevity.
- User support for a company involved in personnel management and candidate search.
- Repair, adjustment and configuration of customers' equipment.

SNT Ukraine, Київ (IT)

Head of the Quality Control Department

з 05.2006 по нині (17 років 11 місяців)

- Management of the quality of services provided to clients. Control over compliance with a high level of service quality.
- Monitoring compliance with SLA.
- Active participation in international audits with vendors to support the status of good partnership.
- Search for existing errors and programming in the system for registering customer appeals - Terrasoft Service Desk.
- Development and implementation in the company of process-oriented approaches to the work of providing services.
- Implementation and management of the Customer Support Service.
- Development of documents according to the requirements of ISO 9001 and ISO 27001 standards.
- Certification and recertification for compliance with ISO-9001 and ISO-27001 statuses.
- Participation in projects for testing software products and services for customers.
- Administration of the company's professional competence center.
- Implementation of customer satisfaction control processes.
- Management of a department of 10 employees.

- Development of employee motivation and encouragement programs.
- Management of IT projects.
- Participation in beta testing of the "Ukrzaliznytsia" mobile application.
- Management of mobile numbers belonging to the company, negotiations on the creation of attractive tariffs with providers of telephony and Internet services.

ACHIEVEMENT
Awarded the "X-mile" award for special contribution to the company.

AVON Cosmetics Ukraine, Київ (Краса, фітнес, спорт)

System Administrator

з 09.1997 по 05.2006 (8 років 8 місяців)

- Help for users throughout Ukraine.
- Finding errors and fixing them in cash register systems, backup systems.
- Quality control of backup of all company systems.
- Regular implementation and monitoring of the company's computer system recovery procedures.
- User support by phone, chat and remote connection.
- Implementation and administration of servers based on Lotus Domino and MS Exchange.
- Design, implementation and administration of file and terminal servers throughout Ukraine.
- Development and conducting of information technology trainings for the company's employees. In total, more than 350 people were trained.
- Participation in the development of the backup and recovery plan for the company's information systems and services.
- Administration of servers under NOVEL and AIX OS.
- Installation and administration of remote access servers based on Windows OS and Terminal Service.
- Setup and maintenance of video surveillance systems and access control to premises.

ACHIEVEMENT
Awarded the distinction "Distinctive award for outstanding achievements and contribution to the company's business.
I have several thanks from the management of the company for significant successes in projects.

Eastern European Communications Services LLC, Київ (IT)

LAN Administrator

з 05.1995 по 08.1997 (2 роки 3 місяці)

- Installation, implementation, administration and support of servers, network equipment.
- Installation and configuration of network and equipment.
- Installation and debugging of equipment for remote sending of faxes for the company's clients.
- Testing of equipment and software for remote sending of faxes and faxes.
- Support of employees on technical issues.
- Training of employees in the use of the office suite of programs.
- Testing and implementation of software for diagnosing false testimony during conversation.

Education

National Academy of Internal Affairs of Ukraine

Lawyer, Київ
Вища, з 1998 по 2005 (7 років)

Studied by correspondence.
Received a law degree.

Kyiv Polytechnic Institute

Faculty of Electronic Engineering, Engineer, Київ
Вища, з 1987 по 1992 (5 років)

Studied at a full-time residential school.
During his studies, he began to work actively at the department of computer technology.

He created his own company for training people in computer skills and programming.
When writing the Diploma, I used 5 different programming languages.

Additional education and certificates

Training "Fundamentals of leadership and key managerial competencies"

2012

ITIL Foundation

2006

DIYA. Digital education

2019

ISO 27001

ISO 9001

Language

- Ukrainian — Native
- English — B2
- Russian — Fluent