

Ivan Volkov

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Experience

IT Service Supervisor & Integration Leader at Lafarge, then LafargeHolcim

November 2007 – October 2016

Software, hardware, LAN, Intranet, IP & analog telephony.

AD, Domino administration at accounts and policies level.

MS Windows Server administration.

Purchasing of equipment and expendable materials.

Communication with service providers.

Project management.

Software & WEB development.

IT support process coordination.

Direct and remote IT support.

IT Support Specialist in P&G at Hewlett-Packard

December 2005 - August 2007 (1 year 9 months)

Direct and remote IT support (in P&G Company).

Software, hardware, LAN, Intranet, DECT & analog telephony.

Data backup and recovery.

IT stock monitoring.

Finally - Site Support leader.

Engineer-constructor of the 2d category at "Vympel" machine-building bureau

September 2002 - October 2005 (3 years 2 months)

Projecting parts and assemblies of aviation armament.

Working at new technical decisions.

Writing a chapter of the book about projecting guided missiles.

Leading a group of 3 engineers for constructing telemetrical equipment.

Languages

Russian, English

Skills

IT Operations, Project Management,
Change Management, IT Service
Management, Contract Negotiation,
Integration, Procurement.

Active Directory, Lotus Notes, Windows
Server, Troubleshooting, Hardware, Google
Apps, Microsoft SQL Server, Linux user
(Debian branches), Technical Support.

MS SQL, MySQL,
HTML5, PHP,
AutoIT.

Education

Moscow Institute of Economics, Management and Law

State and federal management, 2004 - 2007

Moscow Aviation Institute (State Technical University) (MAI)

Engineer's degree, Robototechnics and intellectual systems of aviation armament, 1998 - 2004

Interests

Digital and film photography, motorbikes, diy audio, web design.

Projects

Creation of Credit Control analysis web-based application

May 2016

This is a web application based on Apache web server with MySQL. Calculations are done with PHP. UI design is based on Bootstrap. Goal of this project – provide credit control analytics to business.

Creation of simple automatic Hardware inventory tool

March 2016

Endpoint module runs on domain computers with AD GP, collects information, sends to MySQL database. Frontend built on Apache web server with HTML5 and PHP, provides overview, search, change history.

Creation of SOD tool

May 2015

Creation of a software tool to check segregation of duties in the corporate ERP system. Now the tool is used by Internal Control department.

Creation of IT intranet site

April 2014 to October 2016

Internal network resource provides information about IT department structure and problem escalation path, list of corporate services with links and short descriptions, useful instructions (HTML). Also it has integration with mobile expenses database, where end users can view monthly expenses and authorized persons can view advanced reports (done with MS SQL Business Intelligence Studio). Later employee search was integrated. It is integrated with mentioned SQL database and with Active Directory (PHP).

Implementation of IT requests management system

December 2013 to January 2014

One of popular service desk products was chosen as a platform for this project.

The goal is to increase performance of IT support, to reach better customer satisfaction and to make common tasks more easy for customers and for IT department.

Migration of Lafarge Russia from Lotus Domino to Google Apps

May 2013 to August 2013

Lafarge was globally migrated to Google apps from Lotus Domino. My role was project manager for Russia BU.

Mobile expenses database

November 2012 to March 2013

Software frontend for MS SQL database and database itself.

Functions:

- Holding information about mobile telephony users,
- Parsing of telephony operator's xml invoices,
- Building reports for Accounting (split invoices by cost-centers) and HR (over-limits by uses),
- Building and sending monthly reports for end-users,
- Some data analysis functions.

Created with AutoIT and MS SQL. Later added web-based reports with MS SQL Business Intelligence Studio.

Migration from Lotus Domino 6 to 7

2008

Migration of Russian BU to Lotus Notes 7 with single corporate standard, development of automated tools.