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OBJECTIVE

To gain a full-time IT job in a large and developing international company with high standards towards its employees and opportunities for growth, to find a place where my technical and leadership skills will be fully utilized and to improve my professional and interpersonal skills further.

SUMMARY

I have been working in IT area for more than 8 years, 6 of which as a manager of different departments and projects. Diversified working experience in leading Russian enterprises (Eurosib, Petrosoyuz) and multinational companies (Hewlett-Packard, Proctor&Gamble, HJ Heinz) and knowledge of modern methodologies such as ITSM, ITIL let me successfully manage on-going services and complex IT projects. I have worked in numerous international teams and participated in global integration projects as a part of internal IT department as well as outsource. Moreover I have been in charge of IT purchases, negotiations with suppliers and making IT budgets. Strong technical experience approved by certifications, business-oriented approach and customer focus let me not only solve technical issues but also efficiently interact with senior business executives.

WORK EXPERIENCE

01.2007 - current time Hewlett-Packard

Position: Site leader/Project manager

HP provides the whole specter of IT services for Proctor&Gamble in terms of global agreement all over the world. In Saint-Petersburg, Russia P&G is an owner of a Gillette blade plant and a Wella studio. Being a part of HP Services, I am responsible for all operations of HP P&G account in Saint-Petersburg.

Main responsibilities:

- Overall ownership of the customer escalation, which includes managing customer expectations, representing the customer's situation within HP, managing of escalated issues by leveraging resources cross-organizationally, establishing and maintaining effective communication with the customer's management at the proper levels, provisioning of the problem solution, monitoring the situation for an agreeing upon period until the customer and HP are satisfied that the problem is resolved.
- In charge of end-user computing, office systems, voice services, servers and network availability, data access security, business continuity and disaster recovery planning, communications with users.
- Management of on-going service in accordance with high global SLA requirements. Tracking site activity, oversight complex issues with HP OpenView ServiceDesk.
- Management of local IT projects, participating in large international projects together with numerous HP teams.
- Recruiting of full-time employees and part-time contractors for short-term projects.
- Managing local IT purchases for HP and P&G in SAP, interaction with P&G purchasing department and external suppliers.
- As Oracle security administrator performing creation, grant access, change passwords and drop users in Oracle 9.2.

Achievements:

- local project management for Gillette plant integration into P&G IT environment, which included applying of P&G policies, implementation of global support scheme, LAN replacing, migration of servers, applications and client computers, PABX upgrade and training users

- Taking part in global Affinity project which included users migration to Active Directory and migration from IBM Lotus Notes/Sametime/Teamspace to Microsoft Outlook/Communicator/Sharepoint.

05.2006 – 01.2007 Eurosib

Position: Manager of IT department of auto dealers

Eurosib is one of the largest Russian holdings which includes transport, logistic, rail and motor car businesses. I was responsible for managing IT department for Eurosib-Lahta (official dealer of BMW, Mini, Alpina) and Multimotors (official dealer of General Motors : Chevrolet, Opel, Saab, Cadillac, Hummer) sites.

Main responsibilities:

- Managing IT department. Defining procedures for employee. Recruiting and training staff.
- Implementation of basic ITIL processes
- Administration of Active Directory, DNS, DHCP, Exchange, ISA. Application of security policies, file and tape backup, support FTP and fax server.
- Managing IT purchases and stock. Interaction with finance department
- Implementation automatic monitoring system (IPCheck Server Monitor based)

Achievements:

- Successful management support of business critical auto dealers software such as Autoplus, Upline, ETK, KSD, TIS, MTM, EBA, SAM and other.
- Creation and filling of knowledge base for all Eurosib's sites (IIS, MySQL, IPB).
- Automation of everyday procedures with AutoIT tool. Windows scripting.

08.2001 – 05.2006 HJ Heinz/Petrosoyuz

Position: Helpdesk and call center manager

Heinz is the world known leader in ketchup, dressing and canned products. In May 2005 HJ Heinz finished acquisition of Petrosoyuz Industrial Group that is one of Russian food manufacturers leaders. I had started to work in Petrosoyuz and had taken part in bringing Petrosoyuz's infrastructure to conformity Heinz's requirements before acquisition and participated in integration project after. I managed helpdesk for general office and call center for all Heinz sites in Russia (around 400 users).

Main responsibilities:

- Creation and managing site support team that worked in 24x7 scheme and call center. Forming schedules, wage tables and instructions for staff.
- Implementation incident management with Remedy Action Request System.
- In charge of all on-going operations, asset management, end-user computing, office systems, communications and customer satisfaction level.
- Defining the corporate standards for IT, searching suppliers, making purchasing decisions, managing IT budget, purchases, stock and repair.

Achievements:

- Participation in global integration project which included infrastructure changeover, migration to Windows XP, implementation of Heinz policies and license management.
- Creation of helpdesk service from zero level and managing successful development and growth during five years
- Improvement of printing services. Switch-over to recycling that decreased printing expenses.

04.2000 – 08.2001 State Central Research University of Materials and Alloys

Position: Automation engineer

University was involved in research and production of industrial equipment for foundries. I created LAN in one department and worked on automation of engineering tasks.

Main responsibilities:

- Local network creation, support and administration.
- Pascal, Delphi, BDE programming.
- Creation of engineering documentation with AutoCAD and Kompas.

10.1999 – 04.2000 Webgroup internet agency

Position: Web-developer

Small company specialized in the web site creation.

Main responsibilities:

- Web developing : HTML, CSS, PHP
- Negotiations with customer.

EDUCATION

Major education:

1994-2000 The Baltic State Technical University.

Department of aerospace technologies. Faculty of Spacecrafts. Engineer.

Senior division:

Speciality "Maintenance and repair of ballistic missile's engine and launching equipment".

Reserve officer.

Extension courses:

Hewlett-Packard internal trainings

Corporate Development – Business English course

EXIN ITIL Foundation

Microsoft Official Course 2261A

Microsoft Official Course 2262A

Certifications:

HP2-061 HP ProLiant Server Maintenance

Microsoft Certified System Administrator (MCSA) on Windows Server 2003

Microsoft Certified Technology Specialist (MCTS)

Microsoft Certified Desktop Support Technician (MCDST)

Microsoft Certified Professional (MCP)

Computer Education Center (The Moscow Bauman University) certificates:

- Program «1C: Trade and warehouse 7.7»
- Technical support and repairing of professional and home PCs
- Professional and home PCs setting up