

TIM TSYGANKO

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OBJECTIVE: IT Director or CIO; General manager or Business development manager in IT or IT-intensive (finance, contact center) business.

SUMMARY: IT manager. 20 years in IT. 7 years of staff management. 4 years of US experience. Banks working experience. Open US and UK visas. M.S. technical degree. Passenger vehicles driver license. Ready for business trips. Open for relocation.

EXPERIENCE:

BRITISH SKY BROADCASTING (BSY), KIEV, UKRAINE – MASS MEDIA

OPERATIONAL MANAGER (TEMP. CONTRACT)

Jul, 09 – Oct, 09

- Was responsible for hiring and training personnel for an outsourced NOC, performing war games, starting up operations and tuning procedures, as well as communicating with a outsourcing vendor.
- Managed to launch Web Management Centre in time and exceed client's performance expectations.

ECALL LLC, KIEV, UKRAINE – COMMERCIAL CONTACT-CENTER, DEBT COLLECTIONS

IT DIRECTOR

Jul, 07 – Jul, 09

Responsibilities included: Supervising Cisco IP Contact Center and Call Manager (VoIP) support, HelpDesk and system administration, and software development teams. Designing requirements according to business needs, managing resources, leading implementations, managing contractors and outsourced services, and coordinating other activities.

- Worked out and implemented a plan of reducing company's telecom expenses by 20% in Y'2008-2009.
- Developed and led IT project of a new office opening in Chernigov.
- Led a few upgrades of IPCC that improved agent's utilization by 5% and call center capacity by 160%.
- Worked out the IT budget for Y'2008 and Y'2009 (about \$ 2,000,000 a year).
- Developed, budgeted, and started implementing "Complete IT Redundancy" project to eliminate all single points of failure in the IT infrastructure and as a prerequisite to Business Contingency Plan.
- Supervised an ISO 27001 (Information Security) deployment project.

JAPAN TOBACCO INT., KREMENCHUK, UKRAINE – FMCG

IT MANAGER, HEAD OF LOCAL IT DEPARTMENT

Feb, 06 – May, 07

- Designed requirements, managed projects and coordinated activities of local and outside teams. The largest project was a MAN fiber optic link connecting 2 offices that completely eliminated downtimes (about 50 hr/yr previously) and provided 50 time faster service for the remote group.
- Developed IT policies and procedures. On regular basis updated and tested Disaster Recovery Plans and kept the readiness according to the Service Layer Agreement.
- Supervised changes and service requests. Improved quality of service to achieve zero idle time.
- Designed and performed the budget (about \$ 500k/year), ordered hardware and software.
- Couched the staff. Trained a successor.

OUTSOURCING TEAM FOR VENALI INC, KIEV, UKRAINE – SOFTWARE DEVELOPMENT

DEPUTY GENERAL MANAGER, CTO, NOC MANAGER (TEMP. CONTRACT)

May, 05 – Feb, 06

- Created both organizationally and technically, launched and managed the NOC.
- Sought for personnel.
- Developed RFC's and subprojects. Counseled developers in the network part of the project.
- Purchased computers, office equipment, and services.

'FOXTROT' GROUP OF COMPANIES, KIEV, UKRAINE – FMCG, FINANCES

HEAD OF NETWORK GROUP, DEPUTY DEPARTMENT CHIEF

Jun, 03 – May, 05

Supervised work of five Linux and network administrators and programmers including developing requirements, scheduling, budgeting, reporting and daily staff management. Projects list included:

- Deploying VoIP for interoffice and international calls that reduced company's expenses to 50%.
- Internet billing for departments and users. The project included moving account information to the single database in LDAP and synchronizing it with AD. As a result the entire traffic including emails could get distributed to departments and users.
- Developing the WAN from 5 to 18 remote locations.
- Redesigning company's Internet connections that increased available bandwidth by 50%, reduced expenses by 20% and raised reliability.

- Email exchange monitoring system.
- Server rooms video monitoring station with IP-cameras.
- Developing and deploying trouble tickets software.
- Deploying a fax-server and a voice mail one.
- Redesigning network security, installing IDS, replacing firewalls, and periodic auditing internal and external recourses.

In absence of the IT department chief I supervised the department (about 40 people).

CADENCE DESIGN SYSTEMS (CDNS), CHELMSFORD, MA, USA – SOFTWARE DEVELOPMENT

SENIOR NETWORK ENGINEER

Feb, 01 – Feb, 03

- Led VPN project team (3 VPN engineers and 4 customer support specialists) responsible for VPN Conversion project resulted in \$ 300,000 extra savings in Y'2002 above planned.
- Supervised 2 technicians servicing LANs in 7 offices on the East Coast. The biggest project was converting the biggest office LAN (about 1,000 ports) to a new wiring system Cat.6, installing and maintaining a monitoring system, and replacing LAN equipment (about 500 ports) that substantially improved server and desktop performance and backup time and eliminated user complains.

NET2000 COMMUNICATIONS (NTKK), HERNDON, VA, USA – TELECOM PROVIDER

SENIOR SYSTEM ENGINEER

Mar, 00 – Jan, 01

- Responsible for installation, support and troubleshooting connections to 12 remote sites across US.
- Handled network expansion (to 500 HQ users) with Nortel Networks and Cisco equipment.

NEXTGEN INTERNET, PLAINSBORO, NJ, USA – CONSULTING COMPANY

SYSTEM NETWORK ENGINEER

Jul, 99 – Feb, 00

- Provided network security consulting services to company's clients, including security assessment, profile testing, policy development, documentation, installation, configuration, and support of firewalls, email encryption, VPN, and intrusion detection systems, and other security related issues.
- Installed, configured and maintained all Web applications and servers for the company and company's clients including WWW and email secure servers. Provided performance and reliability reports on all clients systems.

NT CENTER, MOSCOW, RUSSIA – TRAINING CENTER

TECHNICAL TRAINER / NETWORK ENGINEER

Aug, 96 – Feb, 99

- Acting Manager of the Training Center responsible for marketing, advertising, financial reporting. Liaison to Bay Networks. Improved Center's financial performance before and maintained achieved performance level after the financial crisis of August 1998 in Russia.
- Taught all Bay Networks courses including routers, hubs, switches/ATM, network management and remote access in the Bay Networks Educational Center, as only certified Bay Networks specialist, with Expert and Instructor certifications.
- Designed and implemented networks. Provided pre-sale support for natural gas and banking projects.

RECENT TRAININGS:

- 2009, 5 days, Configuring and Troubleshooting Windows Server 2008 Active Directory Domain Services
- 2009, 3 days, Managing IT infrastructure under crisis
- 2008, 2 days, People Management and Motivation
- 2008, 2 days, Time Management and Delegation
- 2007, 2 days, Negotiations for Non-negotiators
- 2006, 3 days, ITIL Basics

WORK HISTORY BETWEEN 1988 AND 1996: Will be furnished upon request.

REFERENCES: Will be furnished upon request.

EDUCATION: Kharkov State University, Ukraine; 1982–1988; M.S. in Physics and Mathematics.