

Alexander Krikun

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Profile

IT professional with 17 years of experience in IT Service Management, Operations, enterprise applications support, and IT Project Management.

Certified ITIL Specialist and PMP, has worked across diverse industries, including Oil and Gas, Telecom, Aviation, and Events Management, within multinational and multicultural organisations.

Utilises a solid technical background with expertise in service management and IT team leadership, to drive operational excellence and optimise IT service delivery processes.

Key competencies

- **IT Service Management:** Expertise in ITIL processes (Incident Management, Problem Management, Change Enablement, Request Fulfilment, SLA management, delivering and supporting IT services).
- **IT Project Management:** Experienced in managing projects using both traditional Waterfall and Agile Scrum methodologies.
- **Analytical Skills:** Strong in data analysis and deriving actionable insights, using BI tools, SQL, and advanced Excel formulas.
- **Technical Expertise:** Solid background in programming and integration, and ongoing learning of new technologies, including AWS.
- **Stakeholder and Vendor Management:** Skilled in managing relationships with customers, stakeholders, and vendors.
- **Operational Excellence:** Customer-focused approach, ensuring service efficiency and quality, understanding business impact, experience in optimising IT operations.
- **Team Leadership:** Experienced in recruiting, onboarding, training, developing teams, and enhancing team performance.

Technical skills highlights

- IT Service Management tools: Service Now, BMC Remedy, HP OpenView Service Desk
- IT delivery, collaboration and management tools: Jira, Sharepoint, Confluence, MS Teams, SuccessFactors
- Cloud technologies and computing services: Amazon Web Services (AWS)
- Content Delivery Networks (CDN): Cloudflare, AWS Cloudfront
- Integration and middleware: Mulesoft, TIBCO
- Digital platforms and web content management systems (CMS): Adobe Experience Manager (AEM), Wordpress, Drupal
- Observability, Site Reliability, and monitoring: Site24x7, New Relic
- Reporting and data analysis: Oracle BI 11g (OBIEE), Business Objects, Crystal Reports
- Web technologies: HTML, CSS, Javascript, Adobe Analytics, tag management (Adobe Launch, Google Tag Manager)
- Databases and SQL: Oracle 11g, Redshift, PostgreSQL, advanced SQL queries
- Essential MS Office software: PowerPoint, Excel (advanced formulas, reporting, macros), Word, Outlook, Project, Visio
- Enterprise Resource Planning (ERP) systems: SAP MM, MFG/PRO, Oracle Applications, Lawson ERP
- Programming, version control: C++, Delphi, Python 3, Oracle PL/SQL, VBA, StarTeam, Subversion, SourceSafe, Jenkins

Professional development and certifications

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| • HarvardX Leading in a Remote Environment – Harvard University EdX, online | 2024 |
| • ITIL 4 Specialist: Create, Deliver and Support – PeopleCert, online | 2024 |
| • ITIL 4 Foundation in IT Service Management – PeopleCert, online | 2023 |
| • Project Management Professional (PMP) – Project Management Institute (PMI), online | 2023 |
| • AWS Certified Cloud Practitioner – Amazon, online | 2022 |
| • Inspired 2 Lead, 12 months leadership programme – Informa, Dubai | 2022 |
| • HarvardX CS50B: Computer Science for Business Professionals – Harvard University EdX, online | 2020 |
| • Oracle Eloqua Marketing Operations Master – Oracle, online | 2020 |
| • ITIL 3 Foundation in IT Service Management – PeopleCert, Dubai | 2013 |

Career summary

Head of IT Platforms Support and Operations at Informa, Dubai, United Arab Emirates

2022-present

Informa is a British FTSE 100 company with 12,000 employees across 30 countries, company revenue was over 3 billion GBP in 2023. Informa Markets division produces more than 500 international B2B events and exhibitions each year.

Achievements:

- Strategized and executed the "follow the sun" support model for the global Application Support team, strategically located in key global hubs. This involved orchestrating support activities including Incident Management, Site Reliability, monitoring of enterprise systems, escalation handling, and requests fulfilment to efficiently support business teams across various time zones.
- Developed procedures to manage Major Incidents, customer escalations, and roster to efficiently manage global team.
- Established a Platform Reliability Center of Excellence to monitor enterprise applications and critical platforms, implementing SRE best practices and New Relic for monitoring, resulting in improved stability and performance of diverse enterprise systems.
- Improved resilience and performance of digital platforms hosting hundreds of sites and web applications by rolling out efficient CDN caching, elevating cached content serving from 20% to 85%.
- Ensuring the ongoing Continuous Service Improvement and cost-effectiveness. Examples: reduced L2 tickets by 10% in 2023 and by another 10% in 2024 by identifying routine well-documented requests and shifting-left to L1 support, planning their further automation; reduced AWS costs by 7% by identifying legacy unused services and decommissioning them.

Responsibilities:

- Managing the global application support team of 12 members located in Malaysia, UAE, UK and US offices, supporting business teams (over 2000 users globally).
- Making sure critical enterprise applications are running smoothly, and any service degradation or outage is alerted and efficiently handled by the relevant teams.
- Supporting mission-critical applications and platforms, including 400+ websites on 4 digital platforms, 30 applications in Amazon AWS cloud (includes US and EMEA payment portals with million-dollar transactions monthly, and legacy systems), CI/CD pipelines that are used for release deployment, marketing technology (includes 15 instances of Oracle Eloqua), web analytics solutions, divisional applications, integrations, and others.
- In charge of Major Incident Management and escalations management, post-incident reviews, root cause analysis within scope of Problem Management process.
- Analysing the applications landscape and opportunities to improve the systems, workloads, and processes.
- Reporting on team performance to meet quarterly goals and objectives, analysing trends for workload forecast and capacity planning.

IT Application Support Manager at Informa, Dubai, United Arab Emirates

2019-2022

Achievements:

- Achieved and maintained high level of customer satisfaction rate: 97% in 2019, 94% in 2020, 96% in 2021, 95% in 2022.
- Project managed successful migration of 400+ websites to new web tracking platform (from Adobe DTM to Adobe Launch).
- Shaped and trained a very efficient Application Support team supporting Marketing Technology, Digital platforms, other corporate applications.
- Enabled practices to maintain team knowledge base, knowledge sharing, cross-training, upskill and development.

Responsibilities:

- Managed the team of 6 Analysts and 2 Team Leads, across UAE, UK, US.
- In charge of Major Incidents management end-to-end and escalations management.
- Led the Incident Management within the division and defining and coordinating the post-incident improvement actions.
- Analysed common issues in enterprise applications within Problem Management framework, identifying root causes and coordinating various divisional teams (Digital Developers, DevOps, TechOps) and managed vendors to fix root causes.
- Managed and controlled changes in applications as Change Manager and Change Authority Board member.
- Kept the support processes and support models up to date.
- Ensured that the team met SLAs and operated at their best by achieving KPIs and following the processes.

IT Application Support Team Leader at Informa, Dubai, United Arab Emirates

2018-2019

Achievements:

- Developed metrics to measure team performance and to provide reports to IT Leadership
- Improved quality of team's handling of Incidents and Service Requests by reducing time of tickets assignment and tickets resolution, improving quality of tickets resolution, reducing the backlog

Responsibilities:

- Led Incident Management while supporting enterprise applications for marketing and sales.
- Managed the team of Application Support Analysts located in multiple time-zones (UK, US and UAE).
- Co-ordinated internal (DevOps, cross-domain support teams) and external teams (third-party contractors, vendors) in a service integrator capacity while delivering changes in enterprise applications.
- Enforced adherence to Change Enablement process across the IT Support teams.

- Controlled changes in enterprise applications as Change Manager and Change Authority Board member.
- Prioritised tasks for support teams based on customer and business requirements.

IT Application Support Analyst at Informa, Dubai, United Arab Emirates

2017-2018

Achievements:

- Eliminated critical application problems while performing root-cause analysis of issues and analysing integration dataflows among various enterprise marketing systems.
- Increased quality of tickets resolution by training junior team members and auditing their activities.
- Reduced data discrepancy between Database records and Analytics metrics.
- Streamlined Change Enablement processes in several deployment activities for business-critical enterprise applications.

Responsibilities:

- Provided high-quality support to business-teams (over 2000 users globally) by implementing Service Requests and resolving Incidents in digital marketing and sales enterprise applications: Adobe Experience Manager, Oracle Eloqua, Adobe Analytics, Salesforce.
- Managed Change process across enterprise applications, enterprise service bus (Mulesoft) and databases (Amazon Redshift, Snowflake).
- Coordinated development and support activities among support teams, DevOps, contractors and vendors (Adobe, Oracle)
- Actively participated in implementation of ITSM processes within the teams (Incident Management, Service Request Fulfilment, Change Management) and development of Enterprise Support Model.

IT Business Systems and Process Analyst at Schlumberger, Dubai, United Arab Emirates

2012-2017

Schlumberger is the world's leading provider of services in Oil and Gas industry, operating in more than 85 countries and employing over 100,000 people. Company revenue was 32.82 billion USD in 2018.

Achievements:

- Successfully reduced amount of ERP transaction failures by 20% per month while performing root-cause analysis of issues within Enterprise Service Bus integration flows.
- Project managed the upgrade of enterprise e-catalog system: collected requirements, coordinated the process with application vendor, contractors and IT teams, performed project Change Management and post-go-live hypercare.
- Project managed automation of approval workflows setup in the global procurement system: analysed the inputs and presented business-case to the Management, developed project plan, managed development team, controlled deployment and Change Management. Project break-even point - 5 months.
- Developed efficient presentation skills while training business users online and onsite (Europe, Asia, Russia) in groups of 20-25 people.

Responsibilities:

- Procurement-to-Pay (P2P) business process support for Supply Chain, Logistics, Fiscal, Material Management and Operations teams and systems worldwide (85 countries, 5000 internal customers).
- Resolved Incidents and Service Requests within agreed SLAs whilst supporting large-scale global enterprise applications (procurement system SWPS, logistics system GOLD, ERPs Lawson and SAP and MFG/PRO) in very complex integrated systems landscape with demanding and high-skilled customers.
- Analysed and translated business requirements into formal IT Change Requests, performed UAT testing and end-to-end testing of integrated applications.
- Analysed trends of incidents (Problem Management) and identified root causes and worked with development teams to eliminate issues.
- Functionally managed business applications, their integration with different ERPs (Lawson, Oracle, SAP) and with Procurement and Logistics systems, SAP Ariba.
- Provided end-user training and peer Analysts training, updated knowledge base and decision trees.

IT Service Delivery Manager at Swift Solution FZE, Sharjah, United Arab Emirates

2009-2011

Swift Solution is aviation cargo company with offices in Ukraine and UAE, operating in Europe and Middle East.

Responsibilities:

- Managed company IT operations, including support of applications, network and websites, domains management
- Deployed aviation communication software (Arinc) and monitoring applications
- Provided support of operations automation software (AFTN, FlightStar)
- Responsible for aviation software systems vendor management

Senior Information System Specialist and System Architect at Rostelecom HQ, Moscow, Russia

2008-2009

Rostelecom is Russia's leading long-distance telephony provider with over 170,000 employees. It interconnects all local public operators' networks into a single national network for long-distance service. Company revenue was 5.2 billion USD in 2017.

Achievements:

- Successfully achieved high performance and reliability of ServiceDesk enterprise application, ensured continuous service delivery
- Coordinated seamless migration of HP OpenView Service Desk modules to new physical servers and set up effective load balancing, including tuning of SQL Server database

Responsibilities:

- Played pivotal role in deployment and production roll-out of enterprise application HP OpenView Service Desk 4.5
- Developed and implemented architecture of Service Desk information system
- Automated Incident Management and Change Management ITIL processes within Service Desk tool
- Provided support to end users, resolving Incidents and Service Requests

Information Systems Administrator at Protek, Moscow, Russia

2005-2008

Protek is a distributor of pharmaceuticals, beauty and health products in Russia. Employing 15,000 people, group's consolidated revenue was 258 million RUB in 2017.

Achievements:

- Having joined as intern programmer, became responsible for the support, configuration and administration of ServiceDesk enterprise application HP OpenView Service Desk 4.5
- Achieved high-level performance and stability of HP OpenView Service Desk 4.5 information system

Responsibilities:

- C++, Delphi and Oracle PL/SQL developer, working on minor modifications in the source code and forms

Education

Bachelor's Degree in Information Systems and Technology (with Honours, Summa Cum Laude)

2000-2006

from Moscow State Institute of Electronics and Mathematics - Technical University, Russia

<https://miem.hse.ru/en>

Personal and other details

Languages: English (fluent), Russian (native), Arabic (beginner)

Volunteer member of Emergency Response / Health and Safety team at Schlumberger in 2016-2017

Certified Fire Warden at Schlumberger (2015) and Informa (2018)

Proud father of 3.