

Alexander Krikun

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Profile

IT Operations and Service Management leader with 18 years of international experience delivering enterprise IT support, application services, and operational improvements across multinational organisations in Events, Oil & Gas, Telecom, and Aviation industries.

Experienced in leading distributed international teams and managing ITIL-based service operations, with a focus on service reliability, incident management, and operational efficiency across complex platforms.

PMP and ITIL-certified professional with hands-on experience in cloud platforms, enterprise applications, integrations, observability, and production support.

Key competencies

- **IT Service Management:** Expertise in ITIL processes (Incident, Problem, Change, SLA), delivering and supporting IT services.
- **IT Project Delivery:** Experienced in managing projects using Waterfall and Agile Scrum methodologies.
- **Analytical Skills:** Strong in data analysis and deriving actionable insights, using BI and AI tools, SQL, advanced Excel/Sheets.
- **Technical Expertise:** Solid background in programming, databases, cloud services and integration.
- **Stakeholder and Vendor Management:** Skilled in managing relationships with customers, stakeholders, and vendors.
- **Operational Excellence:** Driving service quality, operational efficiency, and IT delivery aligned with business objectives.
- **Team Leadership:** Experienced in recruiting, onboarding, training, developing teams, and enhancing team performance.

Technical skills highlights

- IT Service Management and Support: Service Now, Jira Service Management, BMC Remedy
- Cloud and Infrastructure: Amazon Web Services (AWS), Cloudflare
- Observability and Monitoring: Site24x7, New Relic, Grafana
- Integration and Automation: Mulesoft, Zapier, Make, n8n, REST APIs
- Data and Analytics: SQL, Oracle BI, Excel, Adobe Analytics, Google Tag Manager
- Web and CMS: HTML, CSS, Javascript, AEM, Drupal
- Enterprise platforms: Oracle NetSuite, Lawson ERP, SAP MM
- Programming: Python 3, PL/SQL, VBA, C++

Professional development and certifications

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| ● HarvardX Leading in a Remote Environment - Harvard University EdX | 2024 |
| ● ITIL 4 Specialist: Create, Deliver and Support - PeopleCert | 2024 |
| ● ITIL 4 Foundation in IT Service Management - PeopleCert | 2023 |
| ● Project Management Professional (PMP) - Project Management Institute (PMI) | 2023 |
| ● AWS Certified Cloud Practitioner - Amazon | 2022 |
| ● HarvardX CS50B: Computer Science for Business Professionals - Harvard University EdX | 2020 |
| ● Oracle Eloqua Marketing Operations Master - Oracle | 2020 |
| ● ITIL 3 Foundation in IT Service Management - PeopleCert | 2013 |

Career summary

Head of IT Operations at Company name under NDA, Dubai, United Arab Emirates

Mar 2025 - Present

Boutique company operating in the FinTech and high-frequency trading sector.

- Leading IT operations, service reliability, and infrastructure performance across offices in 5 countries, covering SaaS, PaaS, on-premise, cloud platforms (AWS, Alibaba Cloud), Cisco network appliances, and VPN services.

- Scaled Infrastructure Support function from 2 to 5 team members, defined support model, and capability development roadmap for 2026.
- Designed and implemented ITSM processes aligned with ITIL best practices, including Assets Management, Service Catalog, Incident Management, Problem Management, Change Enablement, and SLA framework.
- Built automation and integration workflows for Finance, Legal, Operations, and executive teams using n8n, Zapier, and Make.
- Introduced AI-driven self-service support to improve efficiency and reduce manual support workload for IT teams.

Head of IT Application Services at Informa, Dubai, United Arab Emirates

2022 - Mar 2025

British FTSE 100 company with 12,000 employees across 30 countries, delivering 500+ international B2B events annually.

- Designed and implemented a global “follow-the-sun” 24x5 Application Support model for a distributed team of 12 across UAE, UK, US, and Malaysia, supporting 2000+ users worldwide.
- Led Incident Management, Major Incident Management, Site Reliability, enterprise monitoring, escalations, and Service Request fulfilment across multiple time zones.
- Managed support operations for mission-critical enterprise applications and digital platforms, including 400+ websites across 4 digital platforms, 30 AWS-hosted applications, high-volume payment portals, CI/CD pipelines, Marketing Technology platforms (40 Oracle Eloqua instances), web analytics, and enterprise P2P and Treasury systems.
- Reduced L2 ticket volumes by 10% in 2023 and a further 20% in 2024 through continuous service improvement initiatives.
- Reduced AWS operational costs by \$25000 per month in 2024.
- Improved performance and resilience of 400+ websites and web applications by optimising CDN caching, increasing cached content delivery from 20% to 85%.
- Standardised Major Incident, escalation, and ticket queue management procedures, improving support and service consistency.
- Adopted Service Transition model to onboard regional cloud applications and global shared services into Application Support scope, with positive feedback from senior stakeholders.
- Improved operational efficiency through shift-left initiatives, Root Cause Analysis, and automation of repetitive Service Requests.
- Analysed trends for workload forecast, capacity planning, and continuous improvement of systems and support processes.

Application Support Manager at Informa, Dubai, United Arab Emirates

2019 - 2022

- Maintained consistently high customer satisfaction scores above 94% across 2019 - 2022.
- Project managed successful migration of 400+ websites from Adobe DTM to Adobe Launch tracking platform.
- Built and further scaled a high-performing Application Support team distributed across UAE, UK, and US regions, supporting Marketing Technology, Digital platforms, and corporate applications.
- Established knowledge sharing practices for continuous team development and cross-training.
- Led Major Incident, Problem Management, and escalations management activities end-to-end.
- Enforced Change Enablement governance and participated as Change Manager and CAB member.
- Continuously improved support processes and quality, SLA performance.

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

2018 - 2019

- Introduced metrics to measure team performance, defined service reporting framework for IT Leadership.
- Improved Incident and Service Request response and resolution times, optimised tickets handling and backlog management.
- Led Incident Management and global support of enterprise marketing and sales applications.
- Managed geographically distributed team of Application Support Analysts across UK, US and UAE time zones.
- Coordinated cross-domain internal teams and third-party vendors in a service integrator capacity during application changes and support activities.
- Prioritised operational workload based on business impact and customer requirements.

Application Support Analyst at Informa, Dubai, United Arab Emirates

2017 - 2018

- Resolved critical integration and dataflow issues through root cause analysis.
- Improved support quality by training junior team members and auditing their activities.
- Reduced discrepancy between Database records and Analytics reporting data.
- Supported enterprise Marketing Technology and Sales platforms for 2000+ users globally.
- Managed application changes across enterprise applications, Mulesoft integrations, and cloud databases including Amazon Redshift and Snowflake.
- Coordinated support and deployment activities with DevOps teams, contractors, and strategic vendors including Adobe and Oracle.

Business Systems and Application Support Analyst at Schlumberger, Dubai, United Arab Emirates

2012 - 2017

Oil and Gas services provider, operating in 85 countries with over 100,000 employees.

- Reduced ERP transaction failures by 20% through root cause analysis of Enterprise Service Bus integration issues.
- Project managed upgrade of enterprise e-catalog platform, including requirements gathering, vendor coordination, Change Management, and post-go-live support.
- Led automation of approval workflows within the global procurement platform, delivering project break-even within 5 months.

- Supported global Procurement-to-Pay (P2P) operations across Supply Chain, Logistics, Finance, Fiscal, Material Management and Operations teams in 85 countries, serving 5000+ internal users.
- Supported and improved large-scale enterprise applications and ERP integrations including SAP, Lawson, MFG/PRO, procurement system SWPS, logistics system GOLD, and SAP Ariba.
- Translated business requirements into IT change requests and coordinated UAT and end-to-end testing activities.
- Performed Incident and Problem Management activities, collaborating with development teams to resolve recurring system issues.
- Delivered end-user and peer training sessions across Europe, Asia, and Russia in groups of 20+ people.

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

2009 - 2011

Aviation cargo company operating in Europe and Middle East.

- Managed company IT operations, business applications, network infrastructure, websites and domains.
- Deployed and supported aviation communication and operations automation systems, including ARINC, AFTN, and FlightStar.
- Managed vendor relationships for aviation software platforms and operational IT systems.

Senior Information System Specialist at Rostelecom HQ, Moscow, Russia

2008 - 2009

National telephony network provider with over 170,000 employees.

- Supported deployment and production rollout of HP OpenView Service Desk 4.5 enterprise platform.
- Improved reliability and performance of Service Desk system through servers upgrade, load balancing, and SQL Server database optimisation.
- Automated Incident and Change Management workflows aligned with ITIL practices.

Information Systems Administrator at Protek, Moscow, Russia

2005 - 2008

Distributor of pharmaceuticals, beauty and health products, employing 15,000 people.

- Progressed from intern developer to administrator of HP OpenView Service Desk 4.5 enterprise platform.
- Maintained performance, stability, and support of Service Desk applications and related systems.
- Developed minor enhancements using C++, Delphi, and Oracle PL/SQL.

Education

Master's Degree Equivalent (WES ECA) in Information Systems and Technologies (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 (C2), 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.