



OLEG A. ZHDAN

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OBJECTIVE: IT Management / HelpDesk / Service Management

PROFILE: Energetic, results driven IT professional with MBA background and an outstanding record of delivering complex technology and systems integration projects with quality, on time and within budget. Proactive, works well with all levels of clients and technology personnel. Encouraging team members' professional development and success. Combines confident, strong, multicultural business expertise in conceiving profitable and efficient solutions utilizing technology. Industrious, troubleshooter and thrives on a challenge.

CORE COMPETENCIES

- IT Management and Administration
 - Client Cultivation
 - Interdepartmental Coordination
 - Project Management based on PRINCE2
 - Systems Integration
 - Standardization Management
 - Design of ITIL-based support
 - Office Procedure Development
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PROFESSIONAL EXPERIENCE

FUSION SYSTEMS Tokyo, Japan
Head of Managed Services

2022- present

I was accountable and responsible for Managed Services business units (Tokyo, Osaka, Hong Kong offices) performance and development. My responsibilities included overseeing all managed services projects, ensuring teams followed established processes, and delivering services that satisfied customer needs. I provided expert guidance on IT strategy, technology, and best practices while developing and maintaining a high-performing team through coaching and performance management. I also administered staff performance management and career development activities, ensuring that metrics related to established SLAs, availability, capacity, and performance were captured, validated, and reported.

Key Projects:

- Implementation of ManageEngine ServiceDesk Plus MSP
- Development of After Hours Support and Shifts
- Successful Re-Certification of ISO 27001 Hong Kong office

HEINEKEN Minsk, Belarus
IT Manager

2014-2018

Worked with business leaders to understand and help craft their business plans into projects. Ensured the application footprint and infrastructure, support the current and planned needs of the business areas. Monitored customer satisfaction with project execution and operational support. Identified opportunities and implemented changes to drive improvement in service. Was responsible for the consistent delivery of IT processes and agreed SLAs. Evaluated team members in both technical duties and professional aspects of their performance. Defined application development, infrastructure team structure and resource levels

Key Projects:

- Migration of corporate mail system to Office 365 Cloud
- Implementation of Transport Management System
- Outsource company printing
- Implementation SEM Microsoft Dynamics NAV ERP

PROSTORE Minsk, Belarus
IT Director

2013-2014

Provided overall guidance and optimization of the IT department for all hypermarkets of ProStore. Organized the service to internal and external customers of the IT Department. Instituted a process of internal technical support through HelpDesk. Ensured smooth operation of IT infrastructure, software and information systems. Organized operation and overall management of IT infrastructure and equipment: servers, data and telecommunications, computers, cash registers, scales, barcode scanners, printers and other equipment.

Developed and implemented new regulations and policies in the field of IT for the organization. Defined IT needs and budget for the company. Engaged in search of suppliers, organized tenders, concluded and tested performance of contracts. Conducted audit, analysis, design and optimization of IT infrastructure in the company. Identified and managed IT risks. Provided information security for the organization.

Key Projects:

- Preparation and implementation of the company's IT budget
- Introduction of internal technical support through the HelpDesk
- Organization of all hypermarkets connections through fiber-optic and the local VPN
- Introduction of VoIP service in the organization
- Migration of corporate mail system from Lotus Notes to MS Exchange
- Introduction of thin clients based on HP and VMware technology

NOVELL, Provo, USA

2007-2013

Identity Manager / eDirectory / Sentinel Engineer

Supported issues for multiple Fortune 500 companies, State and Federal government agencies, 3,000 to 50,000 users worldwide. Delivered mission critical support for Novell's largest "Premium" customers. Tailored solutions to customer specific environments; shortened implementation time lines by serving as primary point of contact between client & Novell Consulting, Novell Sales and Engineering departments. Resolved critical system issues for other key clients. Became trusted adviser to upper management at federal, state, and local governments as well as individual organizations, including multiple Fortune 100 companies. Created various types of documentation, including knowledge-based entries, bug tracking, standards and procedures manuals, resulting in cleaner software releases. Also created additional customer self-help materials; resulting in fewer support calls, saved money and allowed technical support to focus on more complex issues. Developed and presented end-user and staff training materials both in small group environments and in large technical conference auditorium venue at BrainShare.

Key Projects:

- Selected as Advantage Support Engineer for US Army, US Environmental Protection Agency, State of Wisconsin, Health First Medical Center, AIG
- Troubleshoot High Severity IDM, eDirectory, BES and Sentinel issues
- Maintained high availability and optimal performance environment for premium customers
- Designed appropriate solutions to fix toughest technical issues
- Assisted in making customers recommendations on key business issues, such as staffing, training, project planning and standardization

BRIGHAM YOUNG UNIVERSITY, Provo, USA

2003 – 2007

IT Manager

Managed a team of employees to support the faculty and staff of the College of Fine Arts and Communications. Main areas of responsibility included network use in 7 campus buildings, 53 practice rooms, 5 theaters (more than 450 music, theater and dance performances annually), 9 art galleries (over 130 exhibitions annually), fully equipped scenic, lighting, costume and sound studios, 200+ office spaces, media classrooms, and computer laboratories for art, design, advertising, public relations, newspaper, media and music. Day to day support of over 3,000 undergraduate and 140 graduate students, 139 full-time faculty, 230 part-time faculty and 97 full-time administration and staff was also provided.

Key Projects:

- Conducted Systems planning and Project Rollouts for College Departments
- Managed GroupWise-Outlook Migration Projects
- Implemented Linux Helpdesk solution and Tracking System for IT personnel
- Designed and delivered successful technical training courses
- Assisted with decision making and planning of budget expenditures

LANGUAGE ABILITIES

- English
- Russian
- Belarusian
- Ukrainian
- Japanese

INDUSTRY CERTIFICATIONS

- ✓ Prince2 Foundation Certificate
- ✓ Information Technology Infrastructure Library (ITIL) v3 Foundation Certificate
- ✓ Novell Certified Engineer (NCE)
- ✓ Novell Certified Administrator (NCA)
- ✓ Novell Certified Linux Desktop Administrator (NCLDA)
- ✓ Dell Certified Specialist (DELL)
- ✓ Microsoft Certified System Engineer (MCSE)
- ✓ Microsoft Certified Professional (MCP)

TECHNICAL SKILLS

Microsoft Dynamics NAV ERP, MS Office 365, 1C, SLES, openSUSE, NetWare, Unix, Windows, OSX, Identity Manager, Sentinel, Log Manager, Audit, ESX, PlateSpin, ZenWorks, Xen, SUSE Studio, GroupWise, BlackBerry Server, Remedy, Illuminate, Network Security, Oracle, MS SQL, MySQL, Apache, Samba, SAP, TCP/IP, Systems Imaging, Security & Identity, VoIP, Data Recovery

PERSONAL

Married, proud family man and father of 5. Born 22 Feb 1973. Focus: Technology and Solutions

EDUCATION

KLS 吉祥寺外国語学校 Tokyo, Japan (2019-2021)
Master of Business Administration, Brigham Young University, UT (2001)
Bachelors of Science, Psychology, English, Belarusian University, Belarus (1998)
Associate Diploma, Stockholm University, Sweden (1995)
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