GEORGIY KUZNETSOV

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Career Goal

To acquire the position of a desktop support analyst and ensure smooth functioning of the software and hardware components of the organization's system

EMPLOYMENT EXPERIENCE

Desktop support technician
- Provided analytical assistance to set up, configure, troubleshoot and repair the computer system
- Managed the hardware and software component needs of the organization by ensuring procurement of the related supplies
- Upgraded the systems regularly or make changes to its configuration to improve the efficiency of the installed systems
- Catered to user requests and requirements by installing new systems or enhancing the existing ones
- Established quality standards for the desktop support components to be used in the organization
- Extended support in installation, configuration and usability of the desktop computers, peripherals and the software/hardware systems
- Provided training to users on handling the systems and networks proficiently
- Checked all computers, laptops, printers, communication devices and other equipments to provide technical support to the staff members and ensure its smooth functioning
- Made certain the installed systems confirm to the established standards and protocols

EMPLOYMENT SKILLS

- Proficient in handling all desktop support activities of installing, upgrading and troubleshooting
- Up to date knowledge about computer hardware and software components
- Excellent analytical skills that help to detect errors and provide feasible solutions
- Competent in establishing effective communication and coordination at all levels
- Capability to perform tasks as an individual and as team member
- Ready to keep shifts; flexible in working hours
- Possessing strong analytical, problem solving skills and responsibility
- Sociable, positive thinking, good in establishing new contacts, possessing strong administrative abilities
- Easy to be taught and striving to learn new things.

EMPLOYMENT HISTORY

2010 – current	Chief information security specialist, DTEK LLC, Donetsk, Ukraine
2010	Lead security specialist, PLC «Ukrtelecom», Kiev, Ukraine
2007 – 2010	Lead Information security specialist, CJSC «Ukrainian mobile communications», Kiev, Ukraine
2006- 2007	Network administrator technician, PLC "Ukrtelecom", Zaporizhzhia , Ukraine
2005 – 2006	Telecommunications engineer, PLC «Ukrtelecom», Zaporizhzhia, Ukraine

2005	Specialist in electronic engineering, PLC «Ukrtelecom», Zaporizhzhia, Ukraine
2004 – 2005	Specialist in electronic engineering, SAO RAS Russian Federation
2004	Assistant, Zaporizhzhya Regional State TV/Radio Station, Zaporizhzhya, Ukraine
2000 – 2001	Electrician, Zaporizhzhia Titanium-Magnesium Plant, Zaporizhzhya, Ukraine
1998 – 2001	Assistant, Research and Design Institute of Titanium, Zaporizhzhya, Ukraine

QUALIFICATIONS / EDUCATION

1999-2003   Bachelor of Science with focus in Radio engineering +1 year of postgraduate studies, Zaporizhzhia National Technical University, Ukraine (recognized by Education System of Saskatchewan);

2006   Protection of automated systems from unauthorized access, Ukraine
2007   SUN Solaris 10 Administration, Ukraine
2009   Entrust Authority Security Manager, Reading, England
2010   Websense DSS Admininstrator, Ukraine
2011   Art of analytical and systematic intellection, Ukraine
2011   ISO/IEC 27001:2005. Information Security Management System Training Course. Introduction. Bureau Veritas, Ukraine
2011   Simatic Net Professional, ITC Siemens, Ukraine

REFERENCES
Available upon request