Sergei Volkonsky

Curriculum Vitae

Personal Details:

Name	Sergei E. Volkonsky
Date of birth	1969, November 13th
Citizenship	Russian
Marital status	Married
Contacts	Cell: +7-985-7841716
	E-mail: volkonsky@yunost.ru
	knjaz@msx.ru

Education:

Sept. 1990 – May 1996	"Moscow State Institute of Radiotechnics Electronics and Automation (Technical University)"
	Engineer degree
	Specialty – computers, complexes, systems, networks
Sept. 1982 – May 1987	Secondary school of Ministry of Foreign Affairs

Professional Skills:

Managing IT user support department

Deep knowledge of modern IT systems and technologies. Good experience in building and supporting complex IT systems (LAN, WAN, Voice, IP-tel, Market data, Trading systems)

Wide knowledge of banking technologies and processes (Exchaneg trading, Exchange connectivity and services, Data handling processes, CBR payments and reporting)

Wide knowledge in developing and control of complex systems based on distributed models (Microsoft Active Directory, etc)

Good knowledge of end user support models, problem management, change management, business continuity, ITSM, ITIL

Wide experience in project management, vendor management, supply chain management

Knowing of common principles of software design and development

"In-hands" experience with wide range of modern IT hardware (HP, HPE, DELL, IBM desktops and servers, Cisco LAN/WAN devices, IPC, etc)

Easy-learning

Working in team

Additional skills – common engineering perception of any kind

Fluent English

Sergei Volkonsky

Work Experience:

April 2007 – Dec. 2023
OOO «Merrill Lynch Securities»
IT department
Head of IT department, Vice President
- Manage IT user support department (service desk for Moscow based employees). Work together with other regional IT managers and helpdesk teams to support EMEA region as a whole
- Maintain and support IT infrastructure in Moscow office in collaboration with global teams
- Participate and lead projects for IT infrastructure development and new solutions and technologies implementation including whole office build development and overview and move management
- Develop, build and support business continuity solution and BCP site
- Vendor management for product and service delivery, budgeting, tender work
- Collaborate with local Business Technology (Application development) group to deliver services end-to-end
- Work together with global teams to support infrastructure standards for availability, reliability, security
- Participate in global and regional projects

Sep. 2005 – April 2007

OOO «Morgan Stanley Bank»
IT department
IT senior engineer
- Setup bank IT infrastructure and services from scratch, participating in project group, coordinating with other business units and external suppliers
- Provide end user support as second level specialist
- Support core bank office IT infrastructure, ensure HQ integration
- Support market data and exchange infrastructure (Reuters Dealing, Bloomberg, MICEX/RTS trading systems, in-house applications)
- Participating in global European projects
  - Manage infrastructure changes
  - Delivery hardware and software updates
  - Participate in virtual teams and project groups
- Support local CBR payments and reporting systems
  - Develop secure payment system
  - Support and manage encryption key infrastructure
- Vendor management

Feb 2001 – Sep. 2005
Representative office "Morgan Stanley (Europe) Limited"
IT department
IT engineer
- Provide end user support as first level (floor support/helpdesk) specialist
- Support core office IT infrastructure
- Support market data infrastructure (Reuters/Bloomberg)
- Participating in global European projects

Sergei Volkonsky

1995 – Feb 2001   ZAO "Techsell"
IT department (core business)
System engineer
- Presenting and providing IT service to external customers (primarily foreign company's representative offices)
  - Interaction with customer
  - Knowing customer and customer needs
  - Coordinate with other departments for order and delivery
  - Provide service including projecting, installation, consulting
  - Work as outsourcing engineer
- Internal infrastructure support
  - Support distributed internal information systems with HQ
  - Develop and delivery new services to internal customers
  - Local end-user support
- Internal users consultancy

Additional information:

Electrical license to 1000V
Drive license – cat B, C
Foreign passport