

Andrey Kochukov

General Information



Main Education

1991-1995 – ICI

City, Country	Brussels, Belgium
Faculty	Sociology
Educational Form	Full-time student
Special subject	Sociology
Diploma	Ph.D

2002-2006 –University of Brakeman

City, Country	Brakeman, England
Faculty	Applied mathematics
Educational Form	Remote learning
Special subject	Applied mathematics
Diploma	Ph.D

Courses, trainings etc.:

- Processes management:
 - Fundamentals ITIL v4
 - Fundamentals ITIL v3. Principles of IT organization of a company's department
 - ITIL v.3 Operational Support and Analysis: services support
 - ITIL v3: Service Offerings and Agreement: complex approach* (SLM+ Finance management)
 - ITIL v3: Release, Control and Validation
 - ITIL v3: IT HR management
 - ITIL v4: Fundamentals
 - Information Security Management
 - Services Planning, Security and Optimization
 - Services lifecycle management.
- Infrastructure Architecture
 - TOGAF 9.1
 - TOGAF 9.2
- Management and Audit:
 - Cobit 4.1. Fundamentals of audit methodology
 - Cobit 5.0. Fundamentals of audit methodology
 - Cobit 2019. Fundamentals of audit methodology
 - IT Security Audit
 - Business Processes Audit
 - Business Process Development (BPWIM)
 - Business Analysis (BABOK)
 - BCM CBO

- Project management:
 - PMBOK – fundamentals v.5-6
 - Rules of technical documentation writing
 - Rules of business-planning
 - SCRUM
- Security Management:
 - ISO 27000 (1,2,5)
 - PCI-DSS v.3.0
 - GDPR

Work experience:

• 2010 – ISS-Advance

Company's scope of activity	Consulting, IT training
Position	Director (Owner)
Responsibility area	Consulting in development and implementation of ITSM processes

• 2008-2010 – De-Novo

Company's scope of activity	Consulting, IT services
Position	Senior ITSM architect
Responsibility area	Consulting in implementation of ITSM processes

• 2005-2008 – Techexpert (Network Technologies)

Company's scope activity	Consulting, training
Position	Consultant, trainer
Responsibility area	ITSM consulting, ITSM and Microsoft trainings

Projects work experience

• 2007 –ITSM processes implementation

Client	Raiffaisen Bank AVAL
General project description	Implementation of Incident, Configuration and Change processes management
Responsibility area	Consultant, trainer in implemented processes

• 2007 – ITSM processes implementation

Client	Delta Bank
General project description	Implementation of Incident, Configuration processes management
Responsibility area	Auditor, consultant, trainer

• 2009 – ITSM processes implementation

Client	De-Novo
General project description	Implementation of Incident, Configuration, Changes processes management and Service level management
Responsibility area	Project leading architect, auditor, trainer, consultant

• 2011 – ITSM processes implementation

Client	Caucasus-Online
General project description	Implementation of Incident, Configuration, Changes processes management and Service level management
Responsibility area	Project leading architect, auditor, trainer, consultant

• 2011 – ITSM processes implementation

Client	X-5 Retail Group
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General project description	Implementation of Knowledge, Release ,Changes processes
Responsibility area	Project architect, auditor, trainer, consultant

• **2015 – ITSM processes implementation**

Client	PUMB
General project description	Implementation of Incident, Problem, Continual Service Improvement mngmt
Responsibility area	Project leading architect, auditor, trainer, consultant

• **2012 – ITSM processes implementation**

Client	Leroy-Merlin
General project description	Implementation of Continual Service Improvement mngmt
Responsibility area	Project leading architect, auditor, trainer, consultant

• **2013 – ITSM processes implementation**

Client	Nova Poshta
General project description	Implementation of Incident, Configuration, Changes processes management and Service level management
Responsibility area	Project leading architect, auditor, trainer, consultant

• **2014 – ITSM processes implementation**

Client	Bank Eskhata
General project description	Implementation of Incident, Configuration, Changes processes management and Service level management
Responsibility area	Project leading architect, auditor, trainer, consultant

• **2015 – ITSM processes implementation**

Client	PUMB
General project description	Implementation of Incident, Problem, Continual Service Improvement mngmt
Responsibility area	Project leading architect, auditor, trainer, consultant

• **2018-2019 – ITSM processes implementation**

Client	Bank "Pivdenny"
General project description	Implementation of Incident, Configuration, Changes processes management and Service level management
Responsibility area	Project leading architect, auditor, trainer, consultant

• **2015 – ITSM processes implementation**

Client	Fintech (Vietnam)
General project description	Implementation of Incident, Configuration, Changes processes management and Service level management
Responsibility area	Project leading architect, auditor, trainer, consultant

Had an Education and advisory projects in (countries):

Georgia, Azerbaijan, Kazakhstan, Israel.

Widely- known in Ukraine and abroad as a competent and experienced specialist-practitioner.

Also had projects in education and consultancy in:

- Raiffaisen Bank AVAL
- Delta Bank
- Finance and Credit
- Pro Credit Bank
- UkrSots Bank
- Bank of Russia
- Kyivstar

- MTC
- KRAZ
- Academy of Sciences of Ukraine
- Other companies
- Nursultan Nazarbayev Institute (Almaty)

Georgia:

- Caucasus Online
- Georgian railway
- The National Bank
- The National Processing Centre
- Beeline Georgia
- Other Companies

There were also representatives of different companies and state organizations from Azerbaijan, Russia, Israel.

Certificates

Professional Experience

MCSA- Microsoft Certified System Administrator

MCT- Microsoft Certified Trainer

ITIL Fundamentals (v2-4)

ITIL Practitioner

PMP Certificate

TOGAF 9.2 Certificate

Scrum Trainer

Product technologies

Axios Assyst Silver accreditation

Achievements as a trainer

Trainings held (in hours): more than 12 000

Students taught (number of people): more than 15 000

Average point: 4.7 (5 points scale)

Developed programs: All declared trainings are the author's development. Also, more than 10 training programs were developed for corporate clients.

There were created, for the projects of processes automation in:

- city management,
- in warehouse logistics,
- rolling stock management (railway).

Additionally

Languages knowledge: Advanced English and Finnish, informal Swedish, Danish, Hebrew