

Dmitrii

Serbia

Over 11 years in support of applications for the bank industry, of which 5 years in system and business analysis. Started career in Raiffeisen Bank as second line support specialist. Currently i'm a lead system analyst in the branch of customer engagement process. Main responsibilities are working under clients' application usage processes, describing technical description for developers and QA-engineers, launching new mortgage and insurance products. Managing a team up to 8 people.

WORK EXPERIENCE

- 2022–
2023 **DAYL Group**
 Senior System Analyst
 Responsibilities:
 Migration current monolith to the microservice architecture
- 2021–
2022 **Lead System Analyst**
 Alfa-Bank
 Responsibilities:
 Managing of system analysts team; cooperating with stakeholders in the field of bank system modernization
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- 2020–
2021 **Senior System Analyst**
 Responsibilities:
- Development team management
 - Product line updating
 - Insurance products integration with other bank product (mortgage, refunding of a loan, credit cards)
 - Developing new mobile product
 - Managing technical and architectural documentation
 - Creating diagrams for IT security department and stakeholders
 - Editing of templates
- Accomplishments:
- Launched extension for mobile application
 - Launched extensions for mortgage, refunding of a loan, credit cards products
 - Launched 2-step verification in insurance products purchasing process
 - Fully updated project documentation
 - Reformation of team processes
- 2019–
2020 **Senior System Analyst**
 SMP Bank
 Top 50 Russian banks
 Responsibilities:
 Modification of bank system for private clients modernization; mortgage integration to the new system; Fast Payments System (FPS) integration; negotiations with FPS vendor
- Accomplishments:
- Launched mortgage product for private clients
 - Launched new product for distant banking
 - Integrated with new vendor for service payments
 - Started the process of FPS integration
- 2018–
2019 **System Analyst**
 RosEuroBank
 Top 50 private banks
 Responsibilities:
 Analysis of bank products and modification of current product for private clients; technical documentation creation; managing development team

Accomplishments:

- Launched new product for distant banking
- Integrated third-party 2-step authentication software for the new product
- Managing of global software update for business clients

2015–
2018 **Head of Technical Support**
FundServiceBank

Responsibilities:

Managing main systems (BSS products – private client server, business client server, notification server); managing support team; documents and contracts management

2013–
2015 **Bank of Settlements and Savings**
Head of Technical Support

Responsibilities:

Managing main systems (BSS products – private client server, business client server, notification server); managing support team; negotiations with top managers; system modifications and updates; documents and contracts management

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2011–
2013 **Senior Technical Support Specialist**
Responsibilities:

Communication with clients; solving clients' problems

2011 **Raiffeisenbank**
Technical Support Specialist

Responsibilities:

Communication with clients; solving clients' problems

EDUCATION

2014 **IT University**
IT Security

2011 **Russian State Social University**
Automation Systems and Controls

ADDITIONAL INFO

Languages: English C1, Serbian A2

Technical Skills: SQL, Visio, Jira, Confluence, Bitbucket, Miro, IntelliJIDEA, Kotlin (reading), React (reading)