



Bondarenko Andrey

34 years old (25 June 1981), **Male, Moscow, Russia**,
ready to relocate, Ready for business trips

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Experience 13 years

May 2016 – now

Red Hat S.R.O. (Czech Republic, Brno)

Technical Support Engineer

- support Free IPA, Directory Server, SSSD, Samba server users.

July 2013 – April 2016

Qrator Labs (Moscow, qrator.net) — DDoS mitigation and Hackers Attacks prevention SaaS.

Commercial Director

- Partnership program development and management;
- Finding new partners for Qrator Labs and maintaining existing partnership;
- Took part in new product development (DDoS protection for network operators and hosting providers) from commercial department.
- International partnership management.

Achievements:

- Partnership with leading Russian integrators (such as AMT, Croc), telecommunication providers (ReTN,, TTK, Mastertel), datacenters (M1, IXcellerate, Dataline, StoreData, DEAC).
- International projects with Japan, UAE and Kazakhstan partners.
- Partnership program has reached its financial goals and took up to 30% of company income (2014).

July 2012 — July 2013 (1 year)

Qrator Lab (Moscow, qrator.net) — DDoS mitigation and Hackers Attacks prevention SaaS.

Director of operations

- Organization of technical customer support 24x7;
- Management of technical customer support: personnel recruiting, management and control of the team, motivation;
- Partner program development and management: partners agreement and technical support regulations development, price and marketing policies development, partners search and partners performance control;

Achievements:

- A guaranteed service level for Qrator customers;
- Running an partnership program that brings profit;
- Building relationships and the organization of work with strategic partners, such as the largest integrators and data centers.

Conferences:

- Enog (speech on Social DDoS);
- Yandex YAC (as co-host of Information Technology section);

July 2009 — July 2012 (3 years 1 months)

Kaspersky Lab (Moscow, www.kaspersky.ru) — Information technology, system integration, Internet **EEMEA/Russia/LatAM partners and corporate customers technical support manager**

- Leadership team of 20 employees in the department of 2 groups;
- Corporate Customers and Partners helpdesk management;
- Took part in global business processes development for company-level customers support;
- BMC/Remedy service and support integration for ticket recording and problem management and escalation;
- Partner training in Middle East region;

Achievements:

- Organization and management two groups of technical support: for corporate customers and for partners of Kaspersky Lab;
- Transparent support performance reports for business departments and weekly performance review;
- Customers and partners satisfaction monitoring and development that lead to several sales contrast with Top-10 Russian banks and oil companies;
- Virus incident research project in coordination with Kaspersky VirusLab.

July 2008 — July 2009 (1 year 1 months)

Kaspersky Lab (Moscow, www.kaspersky.ru) — Information technology, system integration, Internet **EEMEA partners and corporate customers technical support group manager**

- Organization and management EEMEA and Russian federation technical support team. Management of 15 specialists;
- Support communication development for regional technical support and pre-sales teams;

- Support processes and policies development and service level control;
- Regional partners training (UAE, South Africa).

Achievements:

- Development support ticket tracking system based on Best Practical Request Tracker.
- Organization and management two-tire support team (first line and experts).

July 2004 — July 2008 (4 years 1 months)

Kaspersky Lab (Moscow, www.kaspersky.ru) — Information technology, system integration, Internet
Technology technical support manager

- Organization and management of OEM and technology partners technical support;
- Management of 10 persons;
- Support processes and policies development and service level control;
- Partners satisfaction monitoring;

Achievements:

- Development support ticket tracking system based on FrontRange Heat with SLA and escalation;
- CRM FrontRange GoldMine and FrontRange Heat integration;
- Provisioning of high quality service for company partners such as Microsoft, F-Secure, Juniper, Zyxel, Astaro, Comodo.

July 2002 — June 2004 (2 years)

Kaspersky Lab (Moscow, www.kaspersky.ru) — Information technology, system integration, Internet
Linux expert

- Kaspersky Anti Virus for Linux/BSD/Solaris Mail Server, File Server, Proxy Server, Antispam corporate customers support;
- Took part in documentation and functional testing of that products;
- Developed training course for that products;
- Corporate pre-sale in Russian Federation, Far East, Middle East, Europe;
- Partners training in Russian Federation, Far East, Middle East, Europe.

Achievements:

- Products setup and integration in ZAO "Vimpelcom", Morgan Stanley, Ministry of education of Malaysia, Ministry of Economics and Development of Russian Federation.

Skills

- Management skills. I have managed up to 20 persons in two depts;
- Positive experience in customer technical support business processes development and performance control, including service level management with penalties;
- Strong system and network administration skills;

- Strong webmail, database, cloudstorage, IM administration skills;
 - Data storage related skills: hardware, NAS/SAN, RAID, filesystems;
 - Virtualisation skills (VMWare, Oracle Virtualbox);
 - Strong information technologies skills;
 - Strong encryption, network border protection, intrusion detection, spam and virus detection skills;
 - Recruiting skills for Kasperlsky Lab and Highloadlab (up to 40 hired professionals);
 - Partership pogram development for Kaspersky Lab and Highloadlab;
 - Task oriented.
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Recommendations

Лаборатория Касперского

Vitaly Sokolyansky (Technical Director, Emerging Markets at Kaspersky Lab)

+7 (915) 247-73-77

Education

2005 Bauman Moscow State Technical University, Moscow
Robotics and complex automation, Computer Aided Design and Manufacture

Languages

Russian — native

English — fluent

Tests

2013 Malicious Software and its Underground Economy: Two Sides to Every Story
University of London International Programmes, Information security

2012 Cryptography I
Stanford University, Information security

Additional education

2013 Malicious Software and its Underground Economy: Two Sides to Every Story
University of London International Programmes, Information security

2012 Cryptography I
Stanford University, Information security

2010 Audit IT. Theory and Practice
IT Expert, Information technologies

- 2010 ITIL v3 Foundation
Cleverics, Information technologies
 - 2008 Core Management Skills
CBSD, Management
 - 2008 RH300 Red Hat Certified Engineer Rapid Track Course
Inventa, Information technologies
 - 2008 Communication Skills
CBSD, Management
 - 2008 ITIL Foundation
IT Expert, Information technologies
 - 2005 Service Level Management
IT Expert, Information technologies
 - 2004 English translator
МГТУ им. Баумана, Languages
 - 2004 Kaspersky Lab Data Security System Engineer
Kaspersky Lab, Information security
 - 2004 Astaro Certified Engineer
Astaro, Information security
 - 2003 RH302 Red Hat Certified Engineer Rapid Track Course
Inventa, RH302
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Digital certificates

Other

- 2008 RedHat Certified Engineer
- 2003 RedHat Certified Engineer