



IHOR HONCHARUK

Details

Phone

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Email

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Links

[LinkedIn](#)

Skills

ETL

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DWH

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Business Intelligence

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DevOps

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Languages

English

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Polish

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Ukrainian

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Russian

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Profile

Accomplished 15+ years experience in development, QA, configuration management, requirements management, deployment in the realms: DWH, ETL, BI. More than 15+ years in IT in major international companies. A huge experience in Financial and Telecom industries. Experience in managing development teams due to excellent communication skills. Ability to work both with the team and individually. Proactive and quick learner, ready for new challenges and duties. Goal-oriented, organized with ability to complete multiple tasks under timeline pressures while maintaining attention to details. Available for business trips.

Employment History

Nordea Bank Abp. Branch in Poland

May 2018-present

Expert IT Analyst

TDW, BI & GSI

- Oracle Business Intelligence 11.7 (12c), PowerBI;
- IBM InfoSphere DataStage;
- #!/bin/sh scripting, html, xml, json, cmd, bat;
- Oracle DB 12;
- Docker;
- Kubernetes;
- Hadoop;
- Cloudera;
- Red Hat OpenShift Openshift Virtualization;
- Red Hat OpenShift Container Platform (OCP);

Luxoft Poland sp. Z o.o.

(Nordea Bank Abp. Branch in Poland)

February 2016 — May 2018

Expert IT developer

- Oracle Business Intelligence 11.7 (12c);
- IBM InfoSphere DataStage;

Education

1997-2002

Kyiv National University of Culture and Arts.

Management of organizations.

International tourism manager

1986 – 1997

Kyiv Foreign Relations Lyceum #51

PJSC “Sberbank ”

August 2013 — December 2015

Datawarehouse Leading Expert

- DataWareHouse (Teradata);
- PowerCenter Informatica 9.5.1 (ETL); • Oracle BI EE;

PJSC “Alfa-Bank Ukraine”

November 2010 — August 2013

DataWareHouse leading expert

PowerCenter Informatica 8.6.1 ETL

- Installation\configuration\performance tuning + creation of MDM (Metadata Service), RS (Reporting Service)
- WF Designer (mapping creation)
- WF Manager (workflows, worklets, sessions creation)
- WF Repository Manager (rep. objects transfer)
- WF Monitor (execution monitoring, bugfixing, troubleshooting)
- Server scripting (#!) – extending functionality, cron tasks, backup scripts, check Integration Service (ping – alive)
- DRP – Disaster Recovery Plan (creating nodes to migrate in case of an emergency);

SAP Business Intelligence Business Objects

- Installation/administration/configuration/performance tuning/development
- Universe designer (creating universes)
- Reporting (creating reports, scheduling, troubleshooting)
- Adminconsole (integration with AD, user groups, granting rights & privileges)
- Extending functionality with *.bat. *.cmd scenarios
- DRP plan (on failure – server restart, error notifications – email, sms (*.vbs scripts))
- Import Wizard, backup

Oracle Business Intelligence SE One

- Installation/administration/configuration
- Administration Tool
- Report scheduling
- *.rpd file – data migration, backup
- User groups, granting rights & privileges, queries execution monitoring;

WSO2 Carbon - administration (Red Hat);

Flink - (support);
Teleopti CCC - administration;
OneCMDB - (installation/administration/configuration);
Oracle 11g EE Rel.11.2.0.1.0 (sql);

Sitronics IT Ukraine

May 2007 — November 2010

Lead Technical Support Engineer

- HP-IUM functionality support;
- Oracle DB monitoring ;
- Work with software/hardware upgrade requests;
- Borland StarTeam;
- DRP coordination;

Kvazar-Micro Ukraine

Configuration manager

Kyiv, Ukraine

Configuration manager. First level support.

MTS Ukraine (BSCS 6.0 to BSCS iX billing platform migration project).

- Project repository administration (StarTeam);
- Configuration management (CMDB);
- Borland StarTeam,SVN,control of changes (javacode, plsql package, script etc.)
- Change management,incident and problem management change requests, bugs, defects, info requests (StarTeam);
- Interaction with foreign vendor regarding changes (Bugzilla, internal server);
- Project documentation and correspondence with the customer (MTS).

Vodafone Ukraine (PrJSC MTS)

December 2003 — April 2007

Configuration manager

Technical department.

Prepaid subscribers billing platform migration. FORIS MSCP project. Team-work with SITRONICS, Strom Telecom, MIRATECH, INFOPULSE.

- Maintenance of the project repository, document flow;
- Managing features through control of changes made to hardware, software, firmware and documentation;
- Working with internal bugtracking system (creation and management of change requests, bugs, defects, info requests);
- Creation of monthly reports for UMC Steering

- Committees;
- Preparation of presentations, translations;
- Maintenance of the project correspondence;
- Managing meeting protocols (Steering Committees);

Ukrainian Mobile Communications

Customer Care Service

UMC (Ukrainian Mobile Communications)

Customer Service Center Representative (Call Center)

Key responsibilities:

- providing information and advice on financial matters;
- advising customers on the company's services and solutions;
- providing technical support related to the use of the company's equipment and services;
- handling written customer inquiries, resolving disputes and conflict situations;
- performing team leader duties during night shifts and making operational decisions;
- telemarketing, promoting new services, tariff plans, and special promotional packages to customers;
- customer retention, including working with customers who decided to discontinue the company's services or suspend/terminate their contracts and supplementary agreements;
- providing support to VIP customers.

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