

# Serghei Zamșa

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## Profile:

Executive with proven record of successful projects, strong sales record and practical knowledge from different industries; 20 years progressive IT experience;  
Managed teams of different sizes and mixed multinational teams;  
Complex Systems Architecture and Design

## Experience:

### **Technical Director, Business Development Director, S&T IT Services SRL (Former - BASS Systems SRL)**

April 2011 - present:

- Managing an energetic organization of professionals to achieve planned objectives
- Leading negotiations with partners, contractors and customers
- Responsible for Technology advancement strategy and customer requirements alignment
- Coordination at all level for strategic objectives
- Technology challenges and cost control
- Ensuring timely delivery and Customer satisfaction
- Solution Design, implementation process development and optimization

#### Completed projects:

Exceptional Situations and Emergencies Management Information System supporting the National Command Center of the Civil Protection and Emergency Situations Service of the Ministry of Internal Affairs of the Republic of Moldova

Roles: Project Manager, IT Infrastructure Architect

Description: Project involved complete from scratch build of a datacenter with communications and applications infrastructure, operator desks, video signage, backup and restore, etc. Build and support services.

Customs Service of the Republic of Moldova, ASYCUDAWorld Project

Roles: Project Manager, System Architect

Description: Upgrade and support ASYCUDAWorld information system. Complete fault-tolerant solution for two geographically dispersed datacenters. Components included: physical access control, video surveillance, fire suppression system, rebuild of air conditioning and diesel genset systems, storage metro-cluster, virtualization infrastructure, network management system, security events management, application and database clusters.

Social Assistance Automated Information System (SAAIS) of the Ministry of Labor, Social Protection and Family of the Republic of Moldova infrastructure.

Roles: Project Manager, IT Infrastructure Architect

Description: Project included building a complete autonomous datacenter: Uninterruptable power, including diesel genset, structured cabling system for the Ministry, precision air-conditioning, access control, video surveillance, LAN and WAN solutions, network access security, virtualization, RDBMS, and workstations delivery and installation for more than 1000 locations.

Social Assistance Automated Information System (SAAIS) of the Ministry of Labor, Social Protection and Family of the Republic of Moldova software solution.	<p>Roles: Project Manager</p> <p>Description: A complete, BPM and Case Management automation application for MMPSF.</p>
CRIS “Registru”, IT infrastructure modernization	<p>Roles: Project Manager, Training Supervisor</p> <p>Description: Implementing an extensive stack of software solution for ITIL/ITSM compliant Service Management, Business Process Automation, Security Events management, endpoint management, RDBMS hardening, identity management</p>

*\* A more detailed list can be provided on request*

## **Professional Services Manager, S&T Mold SRL**

2007 - 2011:

- Managed a critical business unit providing business and technology optimization solutions to customers, tailored to specific system requirements and business problems.
- Continuously increased returns and developed a loyal customer base.
- Professional Services sales, business set-up and development.
- Accountable for the revenue and profitability of the Professional Services business.
- Responsible for the overall control of the consulting business quality and goals.
- Quality management, manpower planning and budgeting aimed at self-sustainability.
- Ensured project delivery by directing internal resources, outside vendors, suppliers and outsourced services.

Completed projects:

Security solution, VictoriaBank	<p>Role: Project Manager, Security Analyst</p> <p>Description: Implementing full range security products (host, servers protection; company protection; monitoring and analyzing products, etc.)</p> <p>Payment Card Industry DSS compliance assessment.</p>
IP Telephony, MAIB	<p>Role: Project Manager</p> <p>Description: Implementation of corporate IP telephony for customer support service for MoldovaAgroIndBank based on Cisco solutions</p>
Service Desk implementation. Orange Moldova	<p>Role: Project Manager, Business Analyst</p> <p>Description: Technology upgrade and process optimization for Service Desk new futures implementation in Orange Moldova based on BMC Remedy software</p>
Document management, Orange	<p>Role: Project Manager, Solution Architect</p> <p>Description: Digital Archive solution for Orange Moldova, solution definition, business process layout, business case development, and process optimization</p>

Filling Stations Management System,  
Petrom Moldova

Role: Project Manager

Description: Implementation of a complete new Filling Station management system, including Electronic Cash Registers fiscal compliance, integration with centralized ERP, structured cabling, power, IT infrastructure elements.

*\* A more detailed list can be provided on request*

### **Sales Consultant, Systems Engineer, S&T Mold SRL**

2000 - 2007:

- Solutions drafting, bid preparation.
- Technical Expertise and Consulting Services.
- Performed new technology training sessions for customer personnel.
- Product presentations.
- Participated as IT auditor/assessor in several projects.

### **Service Center Manager, Accent Electronic SA**

1998 - 2000:

- Supervised the Service Center activity.
- Developed business processes for Service Center operations.
- Enhanced vendor portfolio.

### **Skills and certifications:**

- ITILv3 Foundation Certified
- PMI PMP Training
- VMware Certified Professional
- Checkpoint Certified Security Administrator
- Red Hat Certified Engineer EL3.0 no. 803004694613190
- Sun Solaris Certified System Administrator
- Huawei IP Network Monitoring
- Expert level in SUN Solaris, HP-Unix, Tru64 Unix and Linux operating environments.
- Storage Area Networks (SAN) configuration, troubleshooting and deployment
- Nexans Copper and FO Networks Training
- Languages: Romanian (native), Russian (excellent), English (excellent).
- Driving License.

### **Education:**

- Technical University of Moldova, Master of Science in Software Information Systems and Management, 2005-2006.
- Technical University of Moldova, Information Technology University Degree, 1995-2000.