

Curriculum Vitae

First Name	Maxim	Last Name	Coroli
Date of birth	June 30, 1970		
Present employment: S&T Mold S.R.L.			
Address of Employer: str. S. Lazo 40, MD2004, Chisinau, Republic of Moldova			
Job title: Customer Support Manager			

Employment history		
From	To	Company/Project/ Position/Relevant technical and management experience
1999	present	S&T Mold SRL (Austria) Customer Support Manager <ul style="list-style-type: none"> ▪ Administration of Customer Support work-flow. ▪ Administration of contracts and relationship with suppliers ▪ Logistic of goods and materials for performing customer support ▪ Supervising of support for mission-critical and high-availability systems. ▪ Participated in IT-consulting projects ▪ Built trusted relationship with customers management and technical personnel ▪ Been trained for support of Alpha True64 integration systems
1996	1999	S&T Mold SRL (Austria) Customer Support Engineer, Service Center Admin <ul style="list-style-type: none"> ▪ Performed both as a Customer Support engineer, back-up of admin, participated in service/support processes developing. ▪ Trained for service of HP equipment: Intel based servers, personal computers and notebooks, peripheral products.
1995	1996	LUKoil Moldova S.A. Systems Engineer <ul style="list-style-type: none"> ▪ Implemented IT infrastructure in head office of LUKoil Moldova S.A. ▪ Performed as first level support for internal IT users ▪ Performed first level of troubleshooting and maintenance for IT infrastructure
1991	1995	State Company "Moldenergo" System Engineer <ul style="list-style-type: none"> ▪ Administration of mainframe computer with responsibility for data integrity, data back-up, end-user support ▪ Developing of application for mainframe computer ▪ Latter participated in projects related to migration of data and applications from mainframe computer to Intel-based servers

Languages :	
	Russian - native Romanian - reading and translating English - fluent

Education:	
	University Degree - Technical University of Moldova, Computer Design and Technology

Trainings:	
May 2005:	<ul style="list-style-type: none"> • MIS training institute: Making the Transition from IT to IT Audit
November 2006:	<ul style="list-style-type: none"> • BSI: Introduction to BS ISO/IEC 27001:2005 Information Security Management System • BSI: Implementing a BS ISO/IEC 27001:2005 Information Security Management System • BSI: BS ISO/IEC 27001:2005 Information Security Management System Internal Auditor
August 2007:	<ul style="list-style-type: none"> • ITIL Foundation for IT Service Management
September 2008:	<ul style="list-style-type: none"> • ITIL Service Manager for Service Support

Professional Certificates	
	ISACA: Certified Information System Auditor CISA since 07 November 2005. Certificate Number: 0543905
	ITIL Foundation Certificate in IT Service Management since 23 August 2007

Participation in Projects:	
Nov 2004-Feb 2005:	Consultant in project "Assessment of IT and IT management in JS "Montajavtomatika AV".
Aug 2005-Mar 2006:	Project leader in project "Technical Audit of Public Administration information systems (Central and local) and the analyses of information flows in decision making processes in the Public Administration of Moldova Republic from the perspective of implementation of e-Governance"
Dec 2005 - Apr 2006:	Project leader in project "IT Technical Audit of the Parliament of Moldova Republic"
Feb 2006 - May 2006:	Consultant in project "Consulting Services for the Networking Infrastructure Program of the Moldovan Research and Development Association; Phase I Assessment of Existing Networking Infrastructure; Reporting of All Data Gathered Concerning the State of the Network; and Full, Recommended Plan for the Highest-Impact, Most Cost-Effective Network Upgrade and Maintenance"
Sep 2008-Nov 2008:	Consultant in project "IT system assessment" for State Enterprise "Poșta Moldovei"