18B PANASKERTELI-TSITSISHVILI STR. TBILISI, GEORGIA
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IOSEB BERIDZE

SUMMARY OF QUALIFICATIONS

- Microsoft Win32, Microsoft Windows 7, Microsoft Windows 10, MS Office;
- MS SQL, Microsoft SQL Server Management Studio, SWIFT Alliance Access;
- Wallstreet Suite System, WebSphere Application Server, Glassfish Application Server;
- Oracle 11G, Oracle 12C, Lotus Notes, Jira, SQL Plus, PL/SQL Developer, Visual SourceSafe;
- Oracle Designer, Oracle Forms Builder, Oracle Reports Developer, Oracle Discoverer;
- Microsoft .NET, Visual Studio .net 2003;

EDUCATION

1993 – 1998   Tbilisi State University   Tbilisi, Georgia
Graduation Diploma

- Faculty of Applied Mathematics and Cybernetics

1989 - 1993   Secondary School #42   Tbilisi, Georgia
Graduation Certificate

1982 – 1989   Experimental School #3   Tbilisi, Georgia

PROFESSIONAL EXPERIENCE

2018 – Present   National Bank Of Georgia   Tbilisi, Georgia
Head of Application Administration Division /Business Analyst /
Application Administrator of SWIFT, CSD, RTGS and WSS systems

- Define configuration specifications and business analysis requirements;
- Document and maintain system processes;
- Monitor, update and maintain existing software systems interfaces to ensure that the interfaces exchange data properly and to support the current environment;
- Document and analyze problems;
- Automate processes;
- Maintain SLA, System Availability, Capacity management, and Performance KPI;
- Collaborate with hardware, OS, DBA technical teams to ensure proper integration of the environment;
- Full responsibility for problem management activities such as issue resolution and root cause analysis;
- Daily monitoring and maintenance activities;

2019 – Present   Business and Technology University   Tbilisi, Georgia

Lecturer of Database Fundamentals

2018 – 2019   Logicmeter – Educational Centre   Tbilisi, Georgia
Teacher of Mathematics

2017 – 2018   JSC TBC Bank   Tbilisi, Georgia
Business Analyst

- Define configuration specifications and business analysis requirements;
- Define reporting and alerting requirements;
- Help design, document and maintain system processes;
- Report on common sources of technical issues or questions and make recommendations to product team;
- Communicate key insights and findings to product team;
- Constantly be on the lookout for ways to improve monitoring, discover issues and deliver better value to the customer;

2012 – 2017   JSC Silknet   Tbilisi, Georgia
Head of Data-Processing Division of Billing Department / Business Analyst

- Billing system (CBOSS) administration, management, planning processes, optimization of existing procedures and service scheme;
- Contact and interact vendors to resolve technical issues;
- ORACLE database development;

- IPTV - development, technical support;
- Planning, implementation and results analysis of regular billing tasks, local operators' calls tarification and reporting;
- Establishment of process improvements to facilitate the effective and efficient use of the telecommunication billing function;
- Provision of information and financial analytical reports (CBOSS/BI/EXCEL);
- Interact with CRM, IT Support, finance and other departments;
- Creation and administration of tariffs on new products, creation and management of tariffs on special offers;
- Provide business analysis to assist in deployment and migration of new and existing services and technologies;
- Ensure invoices are billed accurately for services at contracted rates and proactively address all discrepancies in a timely manner, identify unauthorized charges;

2011 – 2012   JSC Silknet   Tbilisi, Georgia
Head of Regional Billing Division

2009 – 2011   JSC Silknet   Tbilisi, Georgia
Billing Specialist

2009   Ministry of Finance   Tbilisi, Georgia
Developer

2006 – 2009   Bank of Georgia   Tbilisi, Georgia
Developer

2005 – 2006   JSC Intellectbank   Tbilisi, Georgia
Programmer, Plastic card system administrator, Servicing and monitoring of ATM and POS Terminals, SWIFT administrator

2004 – 2005   Self employed programmer   Tbilisi, Georgia
Member of a team developing finance system using Microsoft .NET framework. Responsible for designing GUI forms

1999 – 2004   "Bene" LTD – "Canon" Official Partner in Georgia
Computer Designer   **Tbilisi, Georgia**

1998 – 1999   Joint Stock Company "Gergeti"   Tbilisi, Georgia
Manager of Information, Advertising and Marketing Sector Program

1998   Center of Protecting the rights of Socially Unprotected People – "Spectri"
Manager of Information Center   **Tbilisi, Georgia**

LANGUAGES

Georgian (Native), Russian (Fluent), English (Fluent)

AWARDS RECEIVED

1993	Tbilisi, Georgia

Finalist of Young Physics Second Tournament of the Republic

2019	Sophia-Antipolis, France

Certified Wallstreet Suite v7 Technical Consultant

TRAINING

2013	Tbilisi, Georgia

Information security policies, implementation and auditing

2019	Sophia-Antipolis, France

Wallstreet Suite Technical Certification training