

ALEXANDER RIABOKRIS M.Sc.

TECHNICAL MANAGEMENT

TECHNICAL EXPERTISE □ VERSATILITY □ HANDS-ON EXPERIENCE

- **Senior Level IT Professional** with many years of progressive experience in planning, architecting, implementing and maintaining efficient technology solutions
- Broad background in IT infrastructure, systems architecture, hardware, software design, application development, databases, networking and cyber security - a cross-functional DevOps/DevSecOps
- Ability to take complete technical responsibility for complex, large scale systems
- Unique blend of technical hands-on expertise, management experience and big-picture vision

CORE COMPETENCIES

TECHNICAL

- Well-rounded Technical Background
- Systems Infrastructure, IT Operations and Security
- Software Design, Architecture and Development
- Implementation of Complex Enterprise Solutions
- Hardware Integration and Electronic Circuits

BUSINESS MANAGEMENT

- Technical Project Management
- Hands-on Technical Leadership
- Team Building and Mentoring
- Managing Diverse Cross-Functional, Local and Remote Teams

PROFESSIONAL EXPERIENCE

Manager of Software Engineering
Intact Financial Corp.

2018– present

Toronto, Ontario

MANAGEMENT

- Responsible for software development of several major projects in Commercial Lines division
- Hands-on technical management and oversight
- Lead multiple cross-functional squads of 20+ software engineers in the Agile development environment
- Hiring and supervising of software developers, DevOps engineers and other professionals
- Conflict resolution, motivating and engaging team
- Involved in long-term strategic, budgeting and resource allocation discussions

TECHNOLOGY

- Responsible for DevOps, CI/CD and TDD practices, code security, monitoring and alerting
- Involved in overhaul software design and architecture

- Development of Technology Roadmaps
- Java programming technology stack, Oracle DB
- Open source and commercial platforms and tools: Windows, Linux, Github, OpenShift, Docker, Apache, Maven, Jenkins, Nexus, SonarQube, VeraCode, DynaTrace, Angular...

IT Director

2014– 2018

TrackRay

Whitby, Ontario

ACCOMPLISHMENTS

Built IT Department of the company from the ground up, responsible for all IT functions:

- **Software Architecture and Development:**
 - Overhaul strategy, design and architecture of the entire SAAS solution
 - Hands-on full Software Development Life Cycle (SDLC)
 - Agile software development (Scrum / Kanban), CI/CD and TDD practices
 - Focus on end-to-end security, utilizing secure coding guidelines – DevSecOps
- **IT Operations:**
 - Selection, installation, configuration and maintenance of IT hardware infrastructure
 - Installation and maintenance of Web servers, SQL Database Servers, Mail and other servers
 - Proactive monitoring of IT systems for potential issues to maintain optimal performance
 - IT security assessment, gap and impact analysis, threat prevention and mitigation planning
 - Design and implementation of backup strategy, storage management and disaster recovery
- **IT Management:**
 - Hired, lead and managed cross-functional team of analysts, software developers, system and database administrators, team leads, QA and support staff
 - Hands-on technical project management and oversight
 - Long-term technical planning, working with technical and non-technical stakeholders
 - Risk assessment, budgeting and cost analysis

TECHNOLOGIES AND TOOLS

- Web based development: PHP, JavaScript, HTML, CSS, XML, JSON
- Open source platforms and software, Linux stack (LAMP): Apache + MySQL/MariaSQL + PHP
- Remote hosting, virtualization and cloud computing - AWS, VMWare, VirtualBox, Jenkins, Docker

Project Team Leader

2002 – 2014

Entrac Technologies Inc. / EFI Canada

Richmond Hill, Ontario

ACCOMPLISHMENTS

Provided technical leadership and direction to cross functional teams, responsible for development of Enterprise Payment Transaction Processing System:

- Architected and implemented an enterprise solution with card-based access control and payment processing for self-service business equipment with over 4,000 installations in North America
- Hands-on involved in all phases of software development lifecycle - analysis, design, technical specification, database architecture, programming, testing, system maintenance and support
- Spearheaded new technology research, product and vendor evaluation
- Led teams of system designers, software developers and testers to projects' completion

TECHNOLOGIES

- Payment transaction processing: Credit and Debit cards, Chip/Smart cards, Stored Value Cards, contactless/wireless, Card-based loyalty, discount, gift, rewards and tax exempt cards
- Security, authentication and encryption (3DES, AES-256, DUKPT), hardware and software PCI Compliance
- Hardware and Embedded Systems: card reader communication, hardware device interfacing
- Software tools and programming languages: MS .Net, C / C++, SQL, XML, HTML/CSS

ENTERPRISE SYSTEMS INTEGRATION

FedEx/Kinko's (Payment Switch / eSocket.POS) • Staples (POS Service Gateway / PSG) • Wal-Mart / Sam's Club (ICVerify) • Office Depot (cXML) • Authorize.Net • TIBCO (BusinessWorks) • DataCap (NETePay)

Lead Software Developer / Systems Architect

1993 - 2002

Umbrella Communications Inc.

Toronto, Ontario

ACCOMPLISHMENTS

Responsible for all software development and IT operations:

Designed, developed and maintained a complex mission-critical e-Commerce Catalog, with real-time payment transaction processing, customer activity tracking, and continuous data updates

SOFTWARE APPLICATION DEVELOPMENT

Hands-on full Software Development Life Cycle (SDLC) - solution strategy, software architecture, application programming, database development, system administration and maintenance.

Programming and Tools: C / C++, C#, VB, MS Visual Studio, SQL, ASP, PHP, XML, Java, JScript

DATABASE DEVELOPMENT AND ADMINISTRATION

Designed, implemented and administered a transactional data storage solution, optimized for high performance and high scalability, processing large data volumes under high-concurrency conditions:

- Databases: Microsoft SQL Server, MySQL, Postgre SQL, MS Access, SQL Programming

SYSTEMS ADMINISTRATION

Complete setup, administration and maintenance of IT systems in a hosting (Windows and Linux) environment

Senior Programmer / Systems Analyst

1984 - 1993

Kiev Technological University

Kiev, Ukraine

- Designed and programmed software for education, science, finance and manufacturing
- Developed state-of-the-art mathematical simulation model of technological processes
- Honor Certificate in programming contest, author of several published proceedings

EDUCATION, CERTIFICATION AND TRAINING

- **M. Sc. in Engineering,** *Kiev Technological University,* *Kiev, Ukraine* 1984 - 1992
- ITIL v3 - Information Technology Implementation Library, *EXIN,* *Toronto* 2011
- Electronics Design and Assembly School *Ukraine* 1982 - 1984

SPECIAL INTERESTS AND PROJECTS

- Financial systems, stock market research, technical analysis and predictions
- Electronics and Robotics
- AI / Machine Learning
- Open Source Projects