

## Contact

+77770666396 (Work)  
baryshnikov.ed@gmail.com

www.linkedin.com/in/  
eduardbaryshnikov (LinkedIn)

## Top Skills

IT Service Management (ITSM)  
Knowledge Management  
Technical Support

## Languages

Russian (Native or Bilingual)  
English (Professional Working)

## Certifications

IT Support: ITIL® 4 Practices in  
Action

# Eduard Baryshnikov

Problem Manager / Knowledge Manager | ITSM Processes, RCA  
Astana, Kazakhstan

## Summary

ITSM professional with over 10 years of experience in Incident and Problem Management, IT Support, and Business Analysis. Recently served as Problem Manager at Alfa-Bank, where responsibilities included optimizing ITSM processes, conducting root cause analysis (RCA), and designing workflows and documentation.

Demonstrated expertise in improving operational efficiency by implementing knowledge bases, tracking RCA effectiveness, and reducing recurring incidents. Skilled in ITIL 4 practices, process automation, and cross-team collaboration to optimize support functions and drive measurable improvements.

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## Experience

### Alfa-Bank

Problem Manager / Knowledge Manager

February 2025 - May 2025 (4 months)

- Developed and optimized ITSM processes (Problem & Knowledge Management).
- Conducted RCA and implemented preventive measures.
- Designed process documentation and business workflows.

### Achievements:

- Reduced analysis time of recurring incidents by 20% through knowledge base implementation.
- Introduced RCA effectiveness tracking → recurring issues dropped by 15%.

### Self-employed

Freelance Consultant (ITSM & Business Processes)

May 2023 - February 2025 (1 year 10 months)

- Supported SMBs and startups in ITSM process setup and Jira Service Management implementation.
- Built reporting systems and knowledge bases in Confluence.

Achievements:

- Helped an e-commerce company cut response time by 30% via new ticketing system.
- Designed an ITSM process template for a small business to enforce SLA tracking.
- Reduced L1 support workload by 20% by introducing structured documentation.

Veeam Software

Incident Manager → Junior Business Analyst

June 2019 - May 2023 (4 years)

St Petersburg City, Russia / Prague, Czechia

- Managed incident handling, escalations, and automation of ticket distribution.
- Conducted RCA and initiated changes to mitigate risks.
- Gathered requirements and improved internal portals and workflows.

Achievements:

- Automated ticket triage → reduced initial response time by 40%.
- Introduced post-mortem process → repeat incidents decreased by 15%.
- Designed requirements for portal upgrade → faster cross-team alignment.

Tinkoff Bank

Senior Specialist, Product Support for Individuals

June 2018 - June 2019 (1 year 1 month)

Moscow, Russian Federation

- Investigated issues, analyzed logs, collaborated with developers.
- Opened incidents in Jira and provided workarounds to contact center.

Achievement:

- Created a knowledge base of common bugs → ticket resolution time down 20%.

JTI (Japan Tobacco International)

IT Support Analyst

September 2017 - June 2018 (10 months)

St Petersburg, St Petersburg City, Russia

- Supported 1000+ workstations, AD/SCCM infrastructure, and hardware.
- Improved IT asset management and equipment replacement workflows.

Hi-Tech Life, CRM-Sensor, OKAN (Energy sector)  
System Administrator / Service Engineer / IT Support  
December 2013 - June 2017 (3 years 7 months)  
St Petersburg City, Russia

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## Education

Saint Petersburg University of Telecommunications  
Engineer's degree, Secure communication systems · (September 2009 - July 2014)