

NURKAMOL VOKHIDOV

IT Operations Manager

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EXPERIENCE

IT Operations Manager (Remote)

PixelKraft LLC 06/2018 - Present Dallas, TX

- Managing all company websites, the CRM, and all client sites
- Support all clients with a wide range of technical issues
- Providing web design, development, digital marketing, and customer support services on a daily basis to a wide range of clients
- Managing a digital agency offering web design, development, and tech consulting services
- Streamlining and automating regular backup and maintenance processes
- Keeping up with and utilizing the latest tools and technologies to develop fully responsive and functional websites and web applications
- Wearing many hats helping increase efficiency, reduce costs, streamline and automate business processes, and handle security

IT Specialist

French Dental and Aesthetic Center 10/2016 - 05/2018

Abu Dhabi, UAE

- Served as the main point of contact for investigating and resolving security-related issues
- Developed threat and vulnerability management policies and managed SEM (security event management) system
- Ensured secure, robust infrastructure systems, including DNS, email, wireless networks, firewalls, & enterprise authentication, by performing efficient troubleshooting
- Understands and applies the various IT methodologies which include project management, development, service management, and system architecture
- Maintaining the servers and development suites used throughout the Software development lifecycle
- Providing coordination and planning of non-functional and performance testing

IT Specialist (Remote)

VIP Travel & Tourism 10/2016 - 05/2018 Dubai, UAE

- Supervised maintenance of computer systems and ensured functional inter and intranet networking on all systems at all times
- Diagnosed, troubleshooted, and resolved a range of software, hardware, and connectivity issues
- Provided customer service support by performing a detailed investigation of customer service complaints and issues
- Responsible for installing, maintenance, and operation of the multi-user systems
- Compiled an inventory hardware list of all sites, totaling all the necessary information for audit and traceability purposes

System Administrator

Hotel Asia Fergana 06/2013 - 09/2016 Fergana, UZ

- Diligently reviewed server and application logs to ensure a secure and well-monitored computing environment, proactively addressing potential issues.
- Ensured the security and integrity of the network through vigilant monitoring, addressing vulnerabilities, and implementing preventive measures.
- Installed, optimized, and configured new servers and application upgrades, aligning with the organization's requirements and contributing to a streamlined network environment.
- Diagnosed and resolved all technical issues related to hardware and software

SUMMARY

Experienced professional with proven expertise in managing and completing complex IT projects. Skilled in hardware and software maintenance, automation, and streamlining business processes. Demonstrated ability in troubleshooting and resolving network issues, and providing technical support. Eager to bring strong analytical and problem-solving skills to support the mission of driving innovation and excellence.

LANGUAGES

English	Fluent
Russian	Native
Uzbek	Mother language

EDUCATION

Information Technologies

Tashkent University of Information Technologies, Fergana, UZ

2009 - 2013

Information Technologies

IT College, Fergana, UZ

2005 - 2008

ACHIEVEMENTS

Managed Multiple Websites

Successfully managed and maintained a diverse portfolio of 250+ websites for PixelKraft LLC, ensuring optimal functionality, user experience, and overall client satisfaction.

Improved Customer Support

Enhanced customer satisfaction by streamlining support processes, resulting in a 70% increase in positive feedback

Security Optimization

Implemented new security policies and managed SEM system resulting in a 86% reduction in security-related issues

Increased User Engagement

Led the design and implementation of innovative web interfaces, resulting in a 30% increase in user engagement for Uzum.Asia

EXPERIENCE

Information Technology Engineer

[Fergana Agro Project](#) 04/2013 - 09/2016 Fergana, UZ

- Configured, installed, and expertly troubleshooted servers and networks, ensuring seamless and reliable IT infrastructure.
- Designed and implemented efficient processes to oversee and optimize IT operations, resulting in enhanced organizational productivity.
- Oversaw the maintenance, repair, and replacement of computer units and other technological components, ensuring a high standard of equipment reliability.
- Ran a quality check. Conducted rigorous quality checks to guarantee the optimal performance of servers and network components, upholding the highest standards of functionality and reliability.

Developer & Graphic Designer


[Uzum.Asia](#) 06/2009 - 03/2014 Fergana, UZ

- Developed and deployed Android and iOS apps, showcasing creativity and technical expertise
- Created and implemented innovative web interfaces, layouts, and site graphics, resulting in a 30% increase in user engagement
- Collaborated closely with cross-functional teams, including marketing and UX/UI designers, to ensure seamless integration of design elements and optimal user experiences.


STRENGTHS

 **Project Management**


Skilled in managing and completing complex projects with efficiency and organization

 **Troubleshooting**

Demonstrated ability in analyzing and resolving network issues and technical challenges

 **Technical Support**

Proficient in providing operational and technical support across a wide range of IT systems

 **Automation Expertise**

Experienced in streamlining and automating business processes and IT operations for efficiency

SKILLS

Technical Skills

Project Management

Self-motivation

Analytical Thinker

Attention to Detail

Problem-Solving Skills

Development & Design

Program Development

Content Management

Software Development

Continuous Learning & Adaptability