



# Volodymyr Muzyka

Web Architect / Technical Manager

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## Objective:

Experienced and determined **Web Architect / Technical Manager** looking for the **Software Development Manager** opportunity to work with the latest technologies on challenging and diverse projects.

## Summary:

- 18+ years of hands-on experience developing web-based applications and web services.
- 14+ years of people management, excellent organizational and decision-making skills.
- 14+ years of hosting operations and 7 years managing 50+ production servers.
- Build and managed 2 teams in Ukraine for Kuwait and Denmark companies.
- Strong technical skills and the ability to learn quickly and implement new technologies.
- Excellent analytic and problem-solving skills. Creative and determined.
- Self-starter, able handle multiple projects & work requests simultaneously.
- Strong verbal and written communication skills.
- Excellent customer service skills.

## Education:

- Jul 1995 – Jul 2000: Institute of Business and Advanced Technologies (Zhytomyr, Ukraine) specialist degree in economic cybernetics (information systems in management)

## Certificates:

- Nov 2017: Digital Product Management: Modern Fundamentals (University of Virginia on Coursera)
- Apr 2010: TS: Web Applications Development with Microsoft .NET Framework 4 (70-515)

## Courses:

- Western Union Privacy and Information Governance
- Western Union Security Awareness
- Western Union CFPB Product & Marketing
- Jun 2017: Salesforce Declarative Development for Platform App Builders (Vancouver, Canada)
- Jun 2017: Salesforce Programmatic Development Using Apex and Visualforce (Vancouver, Canada)
- May 2014: Eloqua (Oracle Corporation, Toronto, Canada).
- Dec 2001: ISO 9001 (Materialise NV, Leuven, Belgium)
- Dec 2001: Magics RP (Materialise NV, Leuven, Belgium)

## Experience:

### Feb 2014 – Present: Senior Web Engineer, Western Union Business Solutions (Canada)

- Lead and support web operations for WUBS global marketing team, recommendations and guidance for non-marketing web projects (GlobalPayMe, OFX, WU EDGE, OANDA, etc).
- Initiated, architected and developed [business.westernunion.com](http://business.westernunion.com) (40+ regional websites) on C1 CMS, new website delivered every 7-10 days.
- Enabled global marketing team with number C1 CMS based marketing tools and decreased their dependency from web development team (FormBuilder integration with Eloqua API, Events Hub, landing pages, etc).
- Initiated and lead conversion [onlinefx.westernunion.com](http://onlinefx.westernunion.com) (15+ regional websites) from Ektron CMS to C1 CMS. Optimized infrastructure and retired 15 web and database servers saving 5+ figures amount on servers and CMS licensing, support and maintenance annually.
- Architected and developed WU® Currency Forecaster – tool to benchmark your FX forecasts or FX budget rate against industry peers and FX specialists.
- Initiated and developed GlobalPayMe (FI Incoming Instructions Portal and Students Refunds) multi-regional solution based on C1 CMS which connected to Western Union GlobalPay API.
- Initiated and developed SalesforceConnector - internal proxy service (Web API with ASP.NET Core) for Salesforce API integration.
- Initiated and architected dynamic personalized content delivery system (In-Product Marketing) and integrated it with Salesforce based product - WU EDGE, real time localized content sync from C1 CMS website.
- Initiated, designed and implemented deployments process with git and projectkudu (Kudu is open source engine behind Azure Web Sites) for non-Azure projects.
- Initiated and improved processes management and website updates requests with Freshdesk

**Environment:** ASP.NET 4.7.1, C#, Unit testing, CSS, XHTML, jQuery, Bootstrap, SVN, BitBucket, Git, Kudu, Omniture, Google Analytics, Google Experiments, SnappApp, Salesforce, Eloqua, BlueKai, Ektron, LookBook, MaxMind, C1 CMS, Workday, Trello, Wrike, Clarizen, Freshdesk, etc.

### Nov 2006 – Dec 2013: Manager Composite Ukraine, Composite A/S (Denmark)

- Established company office in Kyiv, Ukraine.
- Built a team of six professionals involved with web development, testing, document writing, hosting operations and customers support.
- Managed the team daily operations / problem solving
- Web, modules and database development for Composite 3.8 and Composite C1 CMS, number of custom web development projects for a company and customers
- Designed and implemented number of modules and features for Composite C1, statistics system with usage of web services, MVC and Azure, hosting info crawler, package server backend and number of tools for Composite 3.8 to Composite C1 export

**Environment:** ASP.NET 4.5, ASP.NET 4.0, ASP.NET 3.5, ASP.NET 2.0, ASP.NET MVC, C#, AJAX, XSLT, CSS, XHTML, Microsoft SQL Server (T-SQL), Windows Azure, JavaScript, JQuery, TFS, CodePlex, Kilng, BitBuket, Trello, SharePoint, Composite CMS 3.8, Composite CMS C1, etc.

### **Jul 2003 – Jan 2007: Manager – IT Ventures, Khazaen Venture Capital (Kuwait)**

- Built a team of four professionals involved with development, testing and support.
- Designed and implemented SMS system consisting from: "Outlook like" bulk SMS client (outsourced developer, Borland Delphi), .NET web services based cross-platform SMS gateway connected to the number of SMSC, ASP.NET multilingual website with front-end and Billing, SMS routing, coverage, etc.. 3-th party customer support system at back-end.
- Managed the daily operations / problem solving.
- IT consulting and IT Security Services, worked on various projects and websites.

**Environment:** ASP.NET 2.0, ASP.NET 1.0., C#, AJAX, XSLT, CSS, XHTML, Microsoft SQL Server (T-SQL), etc.

### **Jul 2002 – Jul 2003: Freelancer (outsourcing/offshore development)**

- Cooperation with companies and private persons utilizing wide range of technologies and taking part in different projects.
- Brief customer's geography: Belgium, Canada, Cyprus, Germany, Ireland, Israel, Kuwait, Ukraine, Russia, USA, United Kingdom, Switzerland, Spain, etc.

**Environment:** ASP, PHP, MySql, Microsoft SQL Server (T-SQL), HTML, CSS, ASP.NET 1.1., ASP.NET 2.0, C#, VB.NET, etc.

### **Dec 2000 – Jul 2002: Web developer, Materialise NV (Belgium)**

- Web development and design.
- Database development and design.
- Small team management.
- STL files repair service was designed and developed.
- Company corporate website developed and maintained.
- Number of small projects.

**Environment:** ASP, HTML, CSS, JavaScript, Microsoft SQL Server (T-SQL), IIS, etc...

### **Jan 1999 – Dec 2000: Web developer, EleView International Inc. (USA)**

- Dating web site development and design.
- Database development and design.

**Environment:** ASP, HTML, CSS, JavaScript, Microsoft SQL Server (T-SQL), IIS, etc.

## Technical skills:

**Core skills:** ASP.NET, C#, C1 CMS (Orchestra / Composite C1), ASP.NET MVC, MS SQL (Transact-SQL, Stored Procedures), Hosting operations, Customers support, Team management.

**Management:** Salesforce, SharePoint, Clarizen, Trello, Wrike, BitBucket, GitHub, Kiln.

**Web development:** ASP.NET (C#, VB.NET), ASP.NET MVC, Razor, ADO.NET, AJAX, MS SQL 2012 (Transact-SQL, Stored Procedures), MS Access, XML/XSL, HTML/XHTML, CSS, Bootstrap, 960 Grid System, YUI, classic ASP, Web services, JavaScript, jQuery, AngularJS, IIS, Visual Studio 2017, ReSharper, TFS, Mercurial (TortoiseHg, HgSccPackage), Git, SVN, Eloqua, PHP, MySQL, Apache.

**CMS:** C1 CMS, Composite 3.8, Ektron, NopCommerce, Umbraco, WordPress.

**Web hosting:** Hardware and software installation, setup and maintenance on Windows and Linux platforms: backups (Carbonite, ftp, NAS, SAN, RSync, Idera/R1Soft, etc...), monitoring (Nagios, Uptime Robot), firewalls (WatchGuard), hosting panels (DotNetPanel), web servers (IIS, Apache), databases (MS SQL, MySQL), email servers (MailEnable, hMailServer), ftp servers (FileZilla Sever), search servers (dtSearch, Microsoft Search Server).

**Virtualization:** Hyper-V, VMware Server, Microsoft Virtual Server.

**Web design:** Adobe Photoshop, Adobe Illustrator, CorelDraw, Paint.Net.

**Web related:** Wide range of various web related skills, familiar with Digital Marketing, ecommerce, Search Engine Optimization (SEO), payment solutions, security, etc.

**Customers support:** phone, email and ticket based (Freshdesk, Zendesk, SmarterTicket, Polar Help Desk)

**Operation systems:** Windows Server 2012 R2 (2008, 2003, 2000, NT), Windows 10 (8, 7, Vista, XP, 9x, 3.x), Linux (ClearOS, CentOS, Red Hat, Mandrake, Caldera, Alt Linux), IOS..

**Languages:** Ukrainian and Russian: native.

## Portfolio:

Online portfolio containing detailed description over 55 completed projects: <http://aeont.com/portfolio>

## LinkedIn Profile & Recommendations:

Online profile with 10+ recommendations from colleagues: <http://www.linkedin.com/in/volodymyrmuzyka>