ALEXEI IVANOV

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HEAD OF IT & DIGITAL | ERP | CYBER RISK | GOVERNANCE & ICFR CONTROLS

ANALYTICALLY-MINDED ♦ CUSTOMER & BUSINESS FOCUSED

CFO-facing Head of IT & Digital with 20+ years driving enterprise platforms, cybersecurity governance, and resilient operating models across complex, regulated environments. Known for delivering high-stakes transformations (ERP cutovers, banking automation, controls/audit readiness) while balancing speed, risk, and cost discipline. Strong track record partnering with C-suite and vendors to execute measurable outcomes and build scalable IT foundations.

Recent highlights include:

- Led enterprise **ERP cutover to Dynamics 365 Finance** & Operations on Jan 1, 2025, stabilizing finance operations and reducing month-end friction.
- Spearheaded **ERP Host-to-Host (H2H) bank integration** enabling automated payments and reducing manual payment handling by ~97%.
- Implemented and validated **ICFR-aligned IT controls** across ERP and financial data services, strengthening audit readiness.
- **Developed BCP/DR approach** and strengthened backup strategy for Microsoft 365 + Dynamics 365, improving recovery readiness.
- Built an **IT operating model** + service desk governance, improving resolution cycle by ~35%.
- Administer **~AED 2M annual IT budget**, aligning spend to risk, compliance, and business priorities.
- **Enhanced the IT work culture** the company, implemented key policies, and introduced systems that improved information accessibility and management across the company.
- Accelerated **AI adoption** by launching **Microsoft Copilot** (user productivity), **Security Copilot** (SecOps acceleration), and **AI capabilities** for Dynamics 365/knowledge workflows - supported by an AI governance and data-protection framework - driving ~20–30% productivity gains in targeted roles and ~30–50% faster security triage in priority incident scenarios.
- **Highest Performance** Year on Year (YoY) based on annual reviews and recommendation from all previous jobs

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CORE COMPETENCIES:

IT Strategy, Operating Model & 3-Year Roadmaps ♦ Digital Transformation & Enterprise Platforms (ERP, Collaboration, Data)♦ Cybersecurity Leadership, Risk Management & Cyber Insurance Readiness♦ Governance, Compliance & Control Frameworks (ICFR, Audit Readiness) ♦ Service Management (ITIL/ITSM), Process Excellence & KPI/SLA Governance ♦ Program / Project & Change Management (Delivery, Cutovers, Adoption) ♦ Vendor, Partner & Contract Management; Budget Ownership (CapEx/OpEx) ♦ Cloud & Modern Workplace (Microsoft 365, Identity, Endpoint Management/MDM) ♦ Resilience Engineering (BCP/DR, High Availability, Backup & Recovery) ♦ Infrastructure & Network Oversight (LAN/WAN/Wi-Fi, Virtualization) ♦ Stakeholder Management (C-Suite, Finance, Business Owners) ♦ Languages (EN,RU,RO,UA)

Technology Stack:

Focus: cybersecurity governance, ERP delivery, ICFR controls, resilience, and scalable operating model
Cloud & Identity: Microsoft Azure, AWS, Google Cloud; Microsoft 365; Entra ID (Azure AD), MFA/Conditional Access
Modern Workplace & Collaboration: Microsoft Teams administration; SharePoint Online/On-prem; Exchange
Security & Risk Tooling: DLP, endpoint protection/EDR, encryption, vulnerability management (Nessus), security monitoring (Darktrace); penetration-testing toolkit (Kali)
Infrastructure & Virtualization: Windows; Linux; VMware vSphere/ESXi, Hyper-V; Dell/HP NAS; backup & recovery
Networking & Perimeter: Palo Alto Networks; Cisco Meraki; MikroTik; Ubiquiti
ITSM & Endpoint Operations: ManageEngine (ServiceDesk/Endpoint Central), Ivanti, ADManager Plus, MDM/Intune
Unified Comms / AV: Cisco TelePresence; Crestron; Extron; Alcatel PBX
Specialized Connectivity: VSAT / Satcom (Inmarsat, Iridium), iDirect/Intellian ecosystem

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LAST THREE PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (Full list available on request)

Head of Information Technology & Digital   April 2024 - now
CYVN HOLDINGS. ABU DHABI, UAE (WWW.CYVNHOLDINGS.COM)

Reporting directly to the CFO, I lead CYVN's end-to-end technology agenda - driving enterprise transformation, cyber resilience, and scalable governance for a high-expectation investment group with an ecosystem that includes McLaren and NIO. I've architected and executed a modern IT operating model that balances speed with control - delivering business-critical platforms (ERP, collaboration, security, data governance) while strengthening audit readiness and risk management across the organization. I also manage a ~AED 2M annual IT budget, ensuring disciplined allocation to the initiatives that move the business forward.

Key achievements

- **Delivered a major ERP cutover on schedule** by executing the enterprise rollout and successfully switching the business to Dynamics 365 Finance and Operation on Jan 1, 2025, reducing month-end friction and stabilizing finance operations with strong controls.
- **Expanded ERP** value beyond core go-live by spearheading **Host-to-Host (H2H)** bank integration to enable **automated payments**, reducing manual payment handling by **~97%** and strengthening financial control, traceability, and audit readiness.
- Strengthened **compliance and audit** readiness by implementing and validating **ICFR-aligned IT controls across ERP** and financial-data services-moving from ad-hoc evidence to structured control design/testing with measurable improvement in audit outcomes.
- Built resilience into critical services by developing **Disaster Recovery & Business Continuity policies** and strengthening backup strategy for Microsoft 365 and Dynamics 365, improving recovery readiness from basic backup to **defined RTO/RPO** execution.
- **Accelerated service delivery and reduced downtime** by building a formal **IT operating model** and service desk processes-driving a ~35% faster resolution cycle and creating predictable execution across incidents and changes.
- Raised security maturity and user readiness through enterprise email security + training rollout (Mimecast), increasing employee security participation from **~0% to 100%** and strengthening policy enforcement across the organization.
- **Standardized endpoint management at scale** by onboarding the full device fleet to a unified management platform-moving from fragmented control to **100% managed coverage**, enabling consistent patching, software governance, and device compliance.
- **Modernized document governance and access control** by implementing a centralized Document Management System and migrating legacy repositories-cutting duplicate storage and shadow folders by **~60%** while tightening role-based access to sensitive data.
- **Reduced cyber risk through DLP and data classification** by initiating organization-wide protection controls for email and applications-improving data handling discipline and lowering exposure to accidental leakage by **~40%.**
- **Supported high-stakes corporate activity** by ensuring document governance and data protection controls were in place during the **McLaren acquisition,** minimizing confidentiality risk and enabling secure collaboration.

Head of Information Technology   Sep 2020 – April 2023
MAPYR. DUBAI, UAE (WWW.MAPYR.COM)

Reporting to CEO and responsible for managing the delivery of IT digital transformation, services and support needs for a fast growing SMB. Conceptualized effective plans and led high performing digital transformation of the company architecting and enhancing overall IT infrastructure, including ERP & BI, information management, collaboration, telecommunications, networks and information security. Manage a $250K budget to ensure proper allocation/utilization of resources for driving overall IT operations. Developed and secured 3 years roadmap that helped to structure IT vision and provided clear visibility on IT tools and budget required for to support business requirements.

Key achievements

- Developed a comprehensive **migration** roadmap for **MS Dynamics 365 Finance and Operations ERP**, involving business and technical requirements, gap analysis, budget considerations, and ROI assessment
- Led **MS Dynamics 365 CRM** implementation and **B2B customer portal** development for **eCommerce**. Oversaw the integration of Netstock for advanced demand planning
- Planned and successfully **launched two warehouses** from the ground up, devising a comprehensive strategy for their **IT infrastructure**. This encompassed warehouse devices like scanners and readers, as well as AI/ML initiatives to enhance productivity and safety. The plan was tailored to accommodate the company's rapid growth and enable seamless **integration** with third-party logistics (**3PL**) warehouses and systems.

- Drove **cost saving** of 35% on contract and license renewals. Improved business control and efficiency through implementation of cutting-edge technology solutions and robust IT processes. Was able to redirect 20% of the budget from software leases to IT development and new tools
- Reduced **Cyber Security Risk** profile by implementing end-user training, Endpoint Management, centralized antivirus solution and email filtering solution
- Established a productive and performance-driven work culture by enhancing **service desk** KPIs for local and remote employees. Introduced corporate Intranet, asset, change, problem, information management policies that set a solid base for further IT growth
- Reduced down-time, and improved performance by managing company-wide **AI/ML initiatives** and proactive monitoring system and **decision making solutions**
- Ensured smooth flow of business-critical functions during catastrophic failures by executing business continuity and **disaster recovery plans** and procedures
- Introduced **IT policies and guidelines** including: IT Acceptable Use, Cyber Security, IT Assets, Employee handbook. Revamped IT documentation and made it in lane with industrial best practices
- Introduced **Intranet** and corporate sharing solution which improved companywide awareness and accessibility. That helped to optimize the cost and improved information management for the company's clients

IT Service and Support Manager   Feb 2019 - Sep 2020
POLARCUS. DUBAI, UAE (**WWW.POLARCUS.COM**)

Reporting to Head of IT and responsible for managing the delivery of IT services and support needs related to critical vessel operations, including managing out-of-hours emergency support. Our 500+ users are located in the UK, SG, US, NO and UAE offices and offshore on eight seismic exploration vessels (ULSTEIN SX134 design). I am also responsible for the development and maintenance of efficient and optimized ITIL compliant service desk processes, prioritization, escalation, and resolution of IT service and support requests. I have introduced and maintained a service catalog and online portal to access these services. In support of the Head of IT, I monitor the cost of delivering IT services and recommend an IT service strategy and operational decisions that ensure services are fit for purpose and cost-effective.

I am interacting with: Firewall (PaloAlto), Hypervisors (Hyper-V, ESXi), Domain controller, Office 365, MS Exchange, Storage, Network and WiFi (Cisco Meraki), Antivirus (Sophos, Symantec), PBX (Alcatel), Security analyzers (DarkTrace), VSAT, Inmarsat Fleet 77, Iridium, ACS.

Key achievements
- Improved **patch/update management** which reduced vulnerabilities by 60% onshore and 87% offshore within 6 months
- Analyzed support processes for users offshore and areas for improvement. **Implemented lean model of interaction** with offshore team. That resulted in notable changes in provided services proved by positive feedback from the offshore teams
- Implemented lean **change and configuration management,** to control infrastructure and system changes and prevented systems from unscheduled downtime due to improper planning, roll backplan, etc
- Implemented & installed centralized digital signage system for all locations which improved the company-wide **EHSQ awareness**
- Managed the KVM upgrade for Navigator's, Observer's, and Geo's operation centre. 62 servers – 24 screens, which significantly improved the ease of use and switching time between servers and reduced hardware cost by using existed LAN for interconnection of far located servers to the system
- Developed, implemented, and managed USB access for mass storage devices in all offices and vessels to **improve overall IT security**. I defined the use case, analyzed the requirements, negotiated and proposed alternatives
- **Managed the upgrade** of outdated network equipment & A/P to Meraki for all offices and vessels
- Highest Annual **Performance Review** (18 positive 360 Feedback forms from all onshore & offshore departments)

Project Manager   July 2016– Feb 2019
ACIS INFORMATION TECHNOLOGY. DUBAI, UAE (**WWW.ACISIT.COM**)

Reporting to CEO and responsible for developing and managing IT projects. Provided reports regarding the project status to top management and CEO. For those projects developed scope, schedules, performed risk assessment, negotiated contracts and ensured timely implementation; Led team of 20 experts while managing end-to-end deployment of 10 IT projects to automate infrastructure and enterprise management for hospitality, government, and private companies.

Rotana. 35 Hotels. Implementation of McAffe CTP and Managed services; Time hotel – Checkpoint implementation and network configuration (8 hotels); Movenpick - RES Automation; Migrations of the datacentre; Tape library implementation on the existed infrastructure, etc.

Senior Technical Expert   Dec 2015 – July 2016

IT Support Engineer of services on the basis of the Service Contract with LUKOIL International Services BV (Dubai Branch). Worked under ITIL Framework and Used HP Service Desk for managing tickets to support 1000+ employees. Positions:

VIP helpdesk engineer. Desktop/laptop software installation and configuration; Resolved tasks with licenses; MS Exchange; Active Directory; File Sharing; Outlook; McAfee antivirus; DLP and encryption; Desktop/laptop hardware maintenance and network support. Performed support during/before video conferences on the following equipment Crestron, Extron, Cisco TelePresence;

Mobile systems (Blackberry) engineer. Interacted with users in UAE and abroad, provided hardware, services, and server support. Supported Blackberry Enterprise Service (5, 10, 12) on the datacentres located in UAE and Iraq. Performed hardware and software repair of mobile devices.

Key achievements

- Initiated and successfully commissioned 10+ projects (automation, integration, upgrade, and development)
- Received highest marks/feedback from management of Lukoil
- Highest KPI with client service desk system supporting more than 1000 users in/abroad Dubai
- Recipient of letter of appreciation from Head of Project Department for the initiative, drawing up datacentre planning and migration procedures and resolving problems with client and contractors at the position of Project Manager
- Recipient of letter of appreciation from the Head of Service Desk and Support for outstanding working performance on the client's site, demonstrate a consistent commitment to supporting teamwork within the group

EDUCATION

Master's degree in Science and Computer Engineering. In total, three specialties in IT (Diploma legalized in the UAE)

FREE INTERNATIONAL UNIVERSITY OF MOLDOVA (ULIM), CHISINAU, MOLDOVA   02/2013

PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

Top 100 IT leaders in the UAE (Digital Transformation 100 Leadership Program)	2023
DUG Seismic Processing. Clustering, nodes, network storage, software (Perth, Australia)	2019
Microsoft. MS-100: Microsoft 365 Identity and Services	2019
Basic Offshore Safety Induction & Emergency Training (BOSIET)	2019
Sea Survival & First Aid	2019
Fire Prevention and control / Defibrillator / CPR Operator	2019
Helicopter Safety & Underwater Escape OSM12 (HUET)	2019
Business English B2 level. Eton University	2019
ITIL v3 Foundation Certificate in IT Service Management	04/2016
VMware VTSP 2016	03/2016
VMware VTSP - BC (Business Continuity 5.8)	03/2016
Veeam Sales Professional (VMSP)	02/2017
RST-700 RES Automation Sales Champ	02/2017
Cisco Certified Network Associate (CCNA)	In progress
Korea IT learning (KoIL) (Seoul, Korea)	01/2014
Innovating Teaching and Learning of European Studies in IT (INOTLES) (Brussels, Belgium)	06/2014
Crossmedia und Qualitätsjournalismus (Passau, Germany)	10/2014
Routing Registry Training Course	08/2011

REFERENCES (Scans available on request)

- **CYVN Holdings** from the CFO Bernd Schwendtke — 2025
- **MAPYR** from the CEO Piere Renoir — 2023
- **Polarcus** from the Head of IT Erik Ruis — 2020
- **ACIS Informational Technology** from the Head of Service Desk and Support. Sergey Gnutov — 2017
- **Lukoil Overseas Service B.V.** from the Head of IT Users Support. Oleg Maksimov — 2016
- **Orvento Metal Trading Company SRL** from the CEO. Igor Krapivca — 2014