

# OLEG A. ZHDAN

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**OBJECTIVE:** IT Management / Systems Administration / Managed Security

**PROFILE:** Result driven IT professional with MBA background and an outstanding record of delivering complex technology and systems integration projects on time and within budget. Proactive, works closely with business clients and technology personnel. Combines a strong business expertise with the ability to conceive profitable and efficient solution utilizing technology. Industrious, troubleshooter, thrives on a challenge, works effectively with all levels. Exudes energy, motivation and confidence

## CORE COMPETENCIES

- IT Administration
  - Client Cultivation
  - Interdepartmental Coordination
  - Management & Administration
  - Project Management
  - Network Planning
  - System Integration
  - Standardization Management
  - Employee Benefits Management
  - Office Procedure Development
  - Resource Management
  - Staff Training & Development
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## PROFESSIONAL EXPERIENCE

NOVELL, Provo, UT

2008-Present

### **Identity Manager / eDirectory / Sentinel Engineer**

First responder for support issues for multiple Fortune 500 companies, State and Federal government agencies. 3,000 to 50,000 users world wide. Delivered mission critical support for Novell's largest "Premium" customers. Tailored solutions to customer specific environments; shortened implementation time lines by serving as primary point of contact between client and Novell Consulting, Novell Sales and Engineering departments

Resolved critical system issues for other key clients. Became trusted adviser to upper management at federal, state, and local governments as well as individual organizations, including multiple Fortune 100 companies. Created various types of documentation, including Knowledge-Base entries, bug tracking, standards and procedures manuals, resulting in cleaner software releases and additional customer self help materials; which resulted in fewer general questions support calls, saved money and allowed technical support staff on all levels to focus on more complex issues

Developed end-user and staff training materials and presented those materials, both in small group environments and large technical conference auditorium venue at BrainShare

### **Key Projects:**

- Selected as Advantage Support Engineer for US Army, US Environmental Protection Agency, State of Wisconsin, Health First Medical Center, AIG
- Troubleshooted High Severity IDM, eDirectory and Sentinel issues
- Maintained a high availability and optimal performance environment for premium customers
- Designed appropriate solutions to fix toughest technical issues
- Assisted in making customers recommendations on key business issues, such as staffing, training, project planning and standardization

BRIGHAM YOUNG UNIVERSITY, Provo, UT  
**IT Manager**

2003 – 2007

I managed a team of employees and provided computer support to the faculty and staff of the College of Fine Arts and Communications. The College included Department of Communications, Department of Dance, School of Music, Department of Theater and Media Arts, Departments of Visual Arts, Museum of Art and Advisement Center.

Scope: Main network use of 7 campus buildings, 53 practice rooms, 5 theaters with more than 450 music, theater and dance performances annually, 9 art galleries holding over 130 exhibitions annually, Fully equipped scenic, lighting, costume, sound and properties studios, 200+ spaces for offices, media classrooms, and computer laboratories for art, design, advertising, public relations, newspaper, media and music.

Day to day support of over 3,000 undergraduate and 140 gradate students, 139 full-time faculty, 230 part-time faculty and 97 full-time administration and staff.

Key Projects:

- Conducted Systems planning and Project Rollouts for College Departments
- Managed GroupWise-Outlook Migration Projects
- Trained, hired and directed employees
- Implemented Linux Helpdesk solution and Tracking System for IT personnel
- Designed and delivered successful technical training courses
- Assisted with decision making and planning of budget expenditures

NETWISE, Salt Lake City, UT  
**Product Manager**

2002 – 2004

As a Product Manager in a start-up company I was responsible for the product planning and execution throughout the product lifecycle, including: gathering and prioritizing product and customer requirements, defining the product vision, and working closely with engineering, sales, marketing and support to ensure revenue and customer satisfaction goals are met. The Product Manager's job also included ensuring that the product supports the company's overall strategy and goals.

Key Projects:

- Worked with third parties to assess partnerships and licensing opportunities
- Defined the product strategy and roadmap
- Developed product strategies for Biometrics and Creative Case Software
- Consulted business crypto procedures and standardization issues
- Organized and participated in Department of Defense technical exhibition
- Led cross-functional team in designing and implementing new support infrastructure
- Run beta and pilot programs with early-stage products and samples

POWERQUEST (SYMANTEC CORP), Orem, UT  
**Product Manager Assistant**

2000 – 2001

As a technical product assistant I had to drive rapid adoption of PowerQuest products into customers and OEM partners. Drove key platform and product initiatives including PartitionMagic and DataGone. Co-Developed partner plans and lead partner and other resources to implement joint long-range strategies for mutual benefit. Developed and executed on the technical components of account plans.

Key Projects:

- Managed DataGone1.0 product development and market introduction with \$500,000 revenue
- Assisted in Partition Magic 6.0 competitive technical reviews and analytical assessments
- Developed and presented business cases for a new highly competitive products

#### **LANGUAGE ABILITIES**

- English
- Russian
- Belarusian
- Ukrainian
- Polish

#### **INDUSTRY CERTIFICATIONS**

- ✓ Novell Certified Engineer (NCE)
- ✓ Novell Certified Administrator (NCA)
- ✓ Novell Certified Linux Desktop Administrator (NCLDA)
- ✓ Dell Certified Specialist (DELL)
- ✓ Microsoft Certified System Engineer (MCSE)
- ✓ Microsoft Certified Professional (MCP)

#### **TECHNICAL SKILLS**

SLES, SLED, openSUSE, NetWare, Unix, Windows, OS X, Identity Manager, Sentinel, Log Manager, Audit, DSfW, Workload Management, PlateSpin, ZenWorks, Xen, SUSE Studio, GroupWise, BlackBerry Server, Remedy, Illuminate, Network Security, Oracle, MS SQL, MySQL, PostgreSQL, Jboss, PHP, Apache, Samba, SAP, TCP/IP, Systems Imaging, Security & Identity, VoIP, Data Recovery

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#### **EDUCATION**

**Master of Business Administration**, Brigham Young University, UT (2001)  
**Bachelors of Art, Psychology, English**, Belarusian University, Belarus (1998)  
**Associate Diploma**, Stockholm University, Sweden (1995)