

BORIS GOLOBOKOV

Regional IT leadership · ERP & CRM · Manufacturing · Transformation · AI enablement

Almaty, Kazakhstan | Russian citizenship · work permit: Kazakhstan / Russia

priestik@list.ru

+7 702 721 7149

LinkedIn

EXECUTIVE PROFILE

Regional IT and Business Systems leader with 20+ years in technology, combining enterprise systems, infrastructure, manufacturing IT and business transformation. Current scope spans Kazakhstan, Uzbekistan and Russia, with hands-on leadership across Microsoft Dynamics 365, 1C, CRM governance, Microsoft 365, Power BI, cyber security, service management and operational resilience.

IT STRATEGY

D365

1C / ERP

CRM GOVERNANCE

POWER BI

M365

INTUNE

ITSM

CYBER SECURITY

CYBER SECURITY

AI & COPILOT

PROFESSIONAL EXPERIENCE

AUG 2022 - PRESENT

WIKAI

Head of IT & Business Systems (CIS Region)

Regional responsibility for IT and Business Systems across Kazakhstan, Uzbekistan and Russia.

- Lead regional Microsoft Dynamics 365 rollout across Kazakhstan and Uzbekistan, coordinating business, data and system architecture with HQ and external vendors.
- Own regional IT Infrastructure & Operations, Microsoft 365, 1C / AX / D365 landscape, CRM governance, reporting, cyber security, vendors, ITSM and facility technology.
- Launched greenfield factory IT infrastructure from scratch in Atyrau.
- Migrated CIS collaboration to Microsoft 365 and delivered Teams-based communication services including enterprise PBX integration.
- Designed resilient infrastructure with UPS modernization, diesel power backup and continuity measures supporting up to four days of autonomy for critical systems.
- Implemented regional Power BI / sales funnel / margin / KPI and quotation follow-up reporting and led Customer Request Governance and Lead Qualification initiatives.

SELECTED REPORTED RESULTS FROM SOURCE CV

- 15% reduction in IT operational costs through vendor consolidation and process optimization.
- 30% reduction in incident resolution time and user satisfaction increased to 4.8/5 through ITSM practices.
- 25% CIS sales growth attributed in the source CV to redesigned sales processes and end-to-end analytics / quotation follow-up.

Career depth across manufacturing, pharma and heavy industry

JUN 2021 - AUG 2022

WIKA

System Administrator

Manufacturing site in Russia + five international offices; 200+ users and 30+ physical / virtual servers.

- Administered AD, DNS, Exchange Hybrid, WSUS, VMware 6, Hyper-V, VDI, Cisco / HPE networking, WatchGuard / UserGate, CCTV and access-control platforms.
- Supported AX 2009 / 2012 / D365, 1C Trade / Payroll / Accounting, Microsoft 365, Intune, Citrix and Azure AD.
- Localized IT infrastructure, industrial systems and ERP landscape for Russian operations following the 2022 market disruption; supported audits and manufacturing systems.

MAY 2020 - JUN 2021

ASPEN CIS RUSSIA

IT Manager

Sole IT specialist for the Russian affiliate (160 employees) with additional remote IT and executive support across Europe.

- Administered Microsoft 365, SharePoint, Exchange, Azure AD, OneDrive, Stream and Teams; Cisco Meraki / ASA; Trend Micro; Avaya IP Office 500; access control and CCTV.
- Delivered 1C HR (ZUP) and 1C Document Management projects including requirements, vendor coordination, testing and acceptance.
- Aligned processes and personal-data handling with Russian Federal Law 152-FZ; managed SLA, assets, licensing, budgets, vendors and audit participation.

MAY 2018 - MAY 2020

LIEBHERR RUSSLAND

IT Manager

Distributed IT infrastructure across more than seven remote branches and business units on a 24/7 basis.

- Administered HP / Dell servers, VMware, AD, DHCP, DNS, WSUS, Exchange, DFS, RDS, Symantec backup and tape libraries.
- Owned SCCM, endpoint deployment, BitLocker / TPM, MDM, WMS, Motorola / Symbol terminals, 1C, VPN / CryptoPRO, banking systems, Cisco networking and telephony.
- Coordinated junior administrators, software vendors and developers; supported procurement, documentation and executive users across multiple locations.

2008 - 2018

STATE COMPANY COMPUTING CENTER

Senior IT Specialist → Head of Workstation & Software Support Department

AD, enterprise antivirus, backups, Windows / UNIX servers, Oracle, SQL, contractor coordination, technical specifications, CCTV, network projects, procurement and tender participation.

CAPABILITIES

Technology, governance and leadership toolkit.

BUSINESS SYSTEMS

- Microsoft Dynamics 365
- AX 2009 / 2012
- 1C ERP ecosystem
- CRM governance
- Power BI & analytics
- MS SQL / integration

CLOUD & WORKPLACE

- Microsoft 365
- Azure AD
- Intune
- Teams / PBX
- SharePoint / OneDrive
- Citrix / VDI

INFRASTRUCTURE

- VMware / Hyper-V
- Cisco / HPE / Meraki
- WatchGuard / UserGate
- Backup / BCP
- CCTV / Access Control
- Server rooms / power backup

GOVERNANCE & LEADERSHIP

IT strategy · ITSM · budget management · vendor management · cyber-security awareness · audit · business continuity · project governance · executive support

AI & ENABLEMENT

Copilot · AI adoption · deployment support · prompt practice · user training · change enablement

EDUCATION

2014 **Moscow State University of Instrument Engineering and Computer Science**
CAD / Computer-Aided Design

2010 **Institute of Applied Informatics and Management, Moscow**
Applied Informatics · Informatics Engineer

LANGUAGES

Russian — Native · English — C1 Advanced · Kazakh — A1 Basic · German — A1 Basic

MOBILITY

Open to business travel. Relocation preferences in source CV: Astana, Georgia, Kazakhstan, Moscow and Turkey. Driving licence: A, B.

POSITIONING

Target roles: Regional IT Manager · Head of IT · IT & Business Systems Leader · Transformation / ERP leadership.

This compact CV preserves the chronology and facts of the supplied CV while aligning the presentation with the executive portfolio and personal website.