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Location: Limpertsberg, Luxembourg

Nationality: Luxembourgish / Russian

Evgenii Chizhov



Strategic IT leader with 20+ years of experience and an MBA, uniquely positioned at the intersection of IT Operations and Cybersecurity. Expert in scaling international teams and modernizing workplace technology while maintaining a proactive security posture. I specialize in translating complex business needs into secure, scalable IT solutions that deliver measurable results in efficiency and risk reduction.

KEY EXPERTISE / CORE SKILLS:

- **IT Leadership & Ops:** ITIL, SLA/OLA Management, Budgeting (CapEx/OpEx), Vendor Management, Strategic Planning, Project Management, Licence Management, Cost optimisation.
- **Infrastructure:** Azure, AWS, UEM (Intune, Mosyle, Landscape), MDM, Server Automation, BC/DR Planning.
- **Information Security:** ISO 27001, SSCP, Blue Team IR, EDR/SIEM (SentinelOne, MS Defender, Microsoft Sentinel, Wazuh), Threat Hunting (KQL), IOC, DLP, IAM, Zero Trust, AI hunting, Risk Management, OpenVAS.
- **AI & Automation:** LLM Orchestration, n8n, AgentZero, AI Governance, Prompt Engineering for SecOps.
- **People Management:** Mentoring, Performance Management, Conflict Resolution, Talent Development.

EXPERIENCE:

02/2020 – 01/2026 **IT Manager \ IT Security Operations (8 subordinates + 6 dotted line)**

Byborg Enterprises, Luxembourg / *Software Development company.*

- Global Team Management: Led IT Operations across 5 international hubs (LU, FR, HU, ES, US), aligning cross-functional teams with corporate KPIs.
- Efficiency Revolution: Orchestrated a "Swarming Support" model (merging L1/L2), **skyrocketing First Call Resolution (FCR) from 24% to 73%** and **reducing onboarding time by 66%** (from 3 days to 1).
- Executive Accountability: Established 24/7 Incident Management and centralized SLA reporting for CEO/COO, **achieving 99.9% infrastructure availability.**
- Cost Optimization: Architected a unified cross-platform MDM strategy (Intune/Mosyle/Landscape); **slashed licensing costs by 30%** by successfully decommissioning JAMF.
- Modern Workspace: Deployed "Smart Office" solutions globally (LG Signage, Logitech Tap, OfficeSpace, PaperCut), **overseeing 120+ digital signage panels, improving meeting experience, optimizing desk utilization and reducing paper waste by 40%.**
- Security Infrastructure: Managed large-scale physical security projects (Interflex/Milestone) complex access control for 1,500+ employees and CCTV surveillance.
- Security Hardening: **Reduced security-related incidents by 55%** through automated server hardening (Bastion hosts, Port knocking, IOC population, **AI hunting**, Shadow IT, ZeroTrust) and Proactive Threat Hunting (KQL).
- Proactive Defense: Built an automated Threat Intel pipeline and centralized visibility via MS Defender **across all OS (Windows, Mac, Linux).**
- AI-Driven Security Triage: Architected an automated incident classification framework using n8n and LLMs, successfully triaging **60% of SentinelOne/MS Defender alerts. This reduced Mean Time to Respond (MTTR) by 45%** and allowed the security team to focus exclusively on high-priority threats.
- Risk Mitigation: Developed a Security Awareness program that **dropped phishing click-through rates by 20%** by simulations of the attacks using Terranova and implemented robust DLP protocols for offboarding.

03/2017 – 01/2020 **IT Service Delivery Manager (15 subordinates)** / Forex Club, Montenegro, Podgorica
Financial company.

- Service Transformation: Orchestrated the migration from ManageEngine to Jira Service Desk, redesigning ITIL workflows which led to a **35% improvement in ticket resolution speed** and a **20% increase in User Satisfaction (CSAT)**.
- Infrastructure & Availability: Acted as Incident Managers Chapter Lead (24/7 on-call); **maintained 99.95% uptime** for critical financial services by implementing proactive monitoring in Zabbix and formalizing OLA/SLA frameworks.
- Operational Efficiency: Standardized IT policies for remote and on-site users across multiple regions, **reducing recurring technical issues by 25%** through a new centralized Knowledge Base and Tier-0 self-service portals.
- Financial Stewardship: Managed the annual IT budget (CapEx/OpEx), **achieving 12% year-over-year savings** through vendor consolidation and optimized hardware lifecycle management.
- BC/DR & Risk Management: Spearheaded the development of corporate Business Continuity and Disaster Recovery (BC/DR) plans, **ensuring 100% data redundancy** and **reducing Potential Recovery Time Objective (RTO) by 40%**.
- Security & Compliance: Hardened global endpoint security by automating patch management and malware prevention; successfully neutralized **3 major security outbreaks with zero data loss**.
- Talent Development: Built a high-performing support culture by introducing performance metrics (KPIs) and a technical mentoring program, resulting in a **15% increase in internal promotions** within the IT department.

08/2015 – 03/2017 **IT Service Delivery Leader (16 subordinates)**
General Electric, Russia, Moscow / *Industrial company.*

07/2014 – 08/2015 **Deputy IT Director (14 subordinates)**
Schneider Group, Russia, Moscow / *Consulting.*

06/2007 – 03/2014 **IT Supervisor for Russia and Caspian region (10 subordinates)**
Baker Hughes Inc, Russia, Moscow / *Oil and Gas industry.*

06/2004 – 06/2007 **IT Administrator (4 subordinates)**
Kelly Services CIS, Russia, Moscow / *International staffing corporation.*

05/2003 – 05/2004 **IT Administrator (2 subordinates)**
MB-Office equipment, Russia, Moscow / *Sales and post-sale support office equipment.*

EDUCATION:

04/2013 – 05/2015 **The Russian Presidential Academy of National Economy and Public Administration**
Degree: Master of Business Administration (MBA)
Specialization: Information Management (CIO)

09/1999 – 07/2005 **Moscow Institute of Municipal Engineering and Building**
Degree: Master of Science in Engineering (M.Sc. Eng.)
Registered in the Luxembourg Higher Education Register (Level 7 CLQ/EQF)

CERTIFICATES:

ISO/IEC 27001 / Systems Security Certified Practitioner (SSCP) / AZ500 / AZ900 / JAMF200 / JAMF100 / PowerShell scripting / Python scripting / RPA Express / RPA: Power User / ITILv3 Foundation / ITILv3 Lifecycle: Service Design / ITILv3 Capability: Operational Support & Analysis / ITILv3 Capability: Service Offerings and Agreements / CCNP

LANGUAGES:

English – C1 \ Russian – Native \ Serbian – A1 \ French – A1 \ Luxembourgish – A2