

Timur Devlikamov

Male

devlikamov.com

Reside in: Almaty
Citizenship: Russia, work permit at: Kazakhstan, Russia
Ready to relocate, ready for business trips

Desired position and salary

CIO \ CTO

Specializations:
- Chief information officer (CIO)
- Chief technical officer (CTO)

Employment type: full time
Work format: at the employer's location, remote, hybrid
Desired travel time to work: any

Work experience — 24 years 1 month

November 2025 — till now
1 year 1 month

Tele2 Kazakhstan

Kazakhstan, www.tele2.kz
Telecommunications, Communications
• Mobile Communications

Chief Information Officer (CIO)

CIO, Tele2 Kazakhstan / Altel

Responsibilities

- Leading the IT function and digital transformation of the company serving 8.6 million subscribers;
- Managing the integrated technology organization covering IT, Digital, software development, operations, architecture and infrastructure;
- Leading an IT organization of 400 FTE;
- Overseeing key technology platforms, including BSS/Billing, ERP, CRM and Digital Channels;
- Defining and executing the IT strategy, target architecture and technology roadmap;
- Transforming the IT operating model, including Discovery / Delivery processes, initiative prioritization and resource management;
- Contributing to the vision and development of digital products and the mobile application, as well as the evolution of the digital ecosystem and customer experience;
- Managing CAPEX / OPEX budgets and driving TCO optimization;
- Working with the Supervisory Board and Executive Committee on technology strategy, architecture and key IT transformation programs;
- Leading strategic BSS and ERP programs, including vendor selection, business case development, TCO, risk management and execution governance;
- Collaborating with the Big Data function on data integration, AI and the development of a data-driven approach.

Achievements

IT Transformation

- Developed and launched a comprehensive IT strategy covering BSS, ERP, the operating model, architecture and resilience;
- Transformed the IT operating model from fragmented functions to a centralized management model. Introduced a shared resource pool and QBR planning to align technology capacity with business priorities;
- Defined and started implementing common delivery standards, engineering practices and execution metrics;
- Established a new collaboration model between Business, Commercial and IT, including an end-to-end process for initiatives from idea validation through implementation and outcome assessment;
- Designed the target IT organizational structure by consolidating engineering and governance functions, optimizing roles and clarifying accountability across Business, Digital Channels and IT;
- Established the foundation for the safe use of AI: developed policies and guidelines for AI tools, cleaned up Git repositories, and strengthened requirements for source code, access management and confidential data.

Reliability & SLA Management

- Implemented a unified system availability dashboard and post-incident review practices;
- Achieved 99.99% SLA performance for critical systems, including during peak-load periods such as the New Year traffic peak.

Strategic Programs — BSS / ERP

- Initiated and structured the company’s key BSS and ERP transformation programs;
- Defined the target architecture of core systems and the roadmap for their modernization.

Architecture

- Established and implemented the Architecture Committee as the company’s architecture governance body;
- Defined and started implementing key architecture and technology principles, including API-first, Microservices, Cloud-native, Zero Trust and Layered Architecture, as well as common development and integration standards.

May 2023 — November 2025
2 years 7 months

Beeline, TM

Almaty, www.beeline.kz

IT, System Integration, Internet
- Internet Service Provider
- Internet Company (Search Engines, Payment Systems, Social Networks, Information and Educational, Entertainment Resources, Website Promotion etc.)

Retail
- Retail network (mobile retail)

Telecommunications, Communications
- Fixed Communications
- Mobile Communications

Chief Technology Officer

CTO of IZI and Hitter

IZI is a fully digital, entertainment-focused mobile operator running on Beeline’s infrastructure (https://izi.me/kz).

Hitter is a music streaming service that enables users to download and listen to high-quality music across Kazakhstan (https://hitter.kz/ru/).

Responsibilities:
- Overseeing and managing product development and operations;
- Leading iOS, Android, Front-end, Back-end, QA, DevOps, and Support teams (60+ employees), including task assignment, timeline and quality control, employee training, and professional development management;
- Strategically planning the technological evolution of the product;
- Planning the budget and resource allocation to execute the approved strategy, ensuring cost control and optimization;
- Managing the product's IT architecture, proposing and contributing to complex architectural solutions, technical requirements, and system integrations;
- Developing the functional and technological roadmap for platform growth;
- Defining and tracking key performance indicators (KPIs) for development and operations;
- Researching, evaluating, and piloting new methodologies, technologies, and frameworks for digital product development;
- Establishing an environment to attract and retain top digital talent, while strengthening the company's digital competencies and capabilities.

Results:
- Expanded IZI into a new market – launched in Kyrgyzstan in September 2024;
- Developed and approved the technological strategy for product growth;
- App rating improvements:
App Store: from 3.4 to 4.7
Google Play: from 3.7 to 4.7 (Best ratings among competitors in Kazakhstan);
- Quarterly development goal achievement increased from 16% to over 80%;
- Team reorganization completed, implementing LeSS Feature Teams and SDLC process enhancements;
- Introduced development performance metrics (TTM, LT, TP, QA, etc.), integrating KPIs into the team's financial incentive system;
- Refactored mobile applications (iOS/Android) and back-end logic to meet SLA requirements for critical user flows;
- Enhanced product fault tolerance, migrating platform components to 2N redundancy;
- Optimized AWS infrastructure and costs – migrated services to another data center region, reducing expenses by 24%;
- Team staffing level: 96%.

August 2022 — July 2023
1 year

Мобильные ТелеСистемы (МТС)

Moscow, www.mts.ru

IT, System Integration, Internet

- Internet Service Provider
- Internet Company (Search Engines, Payment Systems, Social Networks, Information and Educational, Entertainment Resources, Website Promotion etc.)
- Software Development
- Systems integration, enterprise process automation, and IT consulting

Telecommunications, Communications

- Mobile Communications

Chief Technology Officer

CTO of B2B Business Function

Responsibilities:
- Managing software development, debugging, testing, and modification processes, including organization and resource management;
- Leading the implementation of advanced customer service and digital technologies;
- Overseeing the development of IT solutions for the automation and digitalization of B2B service and sales processes (contact center, back office, online);

- Forming and launching product teams;
- Defining and monitoring product and operational metrics;
- Developing and executing the IT landscape strategy for B2B sales and customer service.

Key Projects:
1. B2B Sales CRM – A unified digital workspace for B2B sales representatives, providing a comprehensive set of tools and services for managing sales processes and customer interactions.
2. Agent Portal – A platform for managing B2B customer acquisition agents and the primary tool for MTS' partner sales channel, https://agents.mts.ru/
3. B2B Personal Account "My Motivation" – A system for managing sales personnel performance and KPI achievement, enabling flexible and dynamic incentive adjustments based on aggregated data.

Results:
- CTO performance rating by the CPO for product team execution: 10 out of 10;
- Team size increased 3.5 times (up to 20);
- Team staffing level: 90%;
- IT cost efficiency improvement: +8% (target exceeded);
- Execution of the technological roadmap for the product team (MTS tech strategy epics): 75% (target exceeded);
- The division was restructured into a Stream, adding two new products to the portfolio;
- Product portfolio expansion approved by the MTS Technology and Product Committees;
- Developed and approved interim and target CRM architecture, aligned with the MTS ecosystem IT landscape. Designed integrations with 14 systems;
- Conducted a comparative analysis of external (market) and internal MTS platforms for CRM implementation (BPM-engine + low/no-code);
- Developed technical specifications for CRM implementation.

February 2019 — July 2022
3 years 6 months

Tele2 Kazakhstan

Almaty, www.tele2.kz
Telecommunications, Communications

- Mobile Communications

Chief Digital Officer (CDO)

Responsibilities:
- Organizing and managing the development and operation of the company's digital products for B2C, B2B, and B2E;
- General management of the department, including iOS, Android, Front-end, Back-end, QA, DevOps, Architecture, UX/UI design, System and Business Analysis, Digital Projects, Support, Digital Analytics (Mobile/Web), Digital Product (Product Owners), and Digital Advertising. Setting goals, managing project timelines and quality, and organizing employee training and professional development;
- Strategic planning for digital growth, including developing strategies to strengthen the company's position in the digital space and align with industry trends, coordinating with top management and the Supervisory Board;
- Budget planning and allocation of necessary resources for implementing the approved strategy. Cost control and optimization;
- Managing the IT architecture of digital products: proposing technical solutions for product launches and development, participating in complex architectural decisions, and preparing technical specifications and requirements for digital projects and products;
- Analyzing business processes to facilitate the digital transformation of company products and services, ensuring seamless digital service delivery to customers and employees. Engaging in cross-functional collaboration with business units to develop optimal digital solutions for products, services, processes, user experience, and marketing channels;
- Developing a functional and technological roadmap for platform evolution;
- Identifying key performance indicators (KPIs) for digital initiatives, forming and testing hypotheses for product and KPI improvements;
- Researching, assessing applicability, and piloting new methodologies, technologies, and frameworks

for digital product development;
- Organizing the vendor selection process, including integrators, suppliers, and technical solutions for the company's digital platforms;
- Creating conditions for attracting and retaining top digital talent, strengthening the company's digital expertise and capabilities.

Significant Projects:

1) New Digital Platform:
- Deployed on new physical blade servers in a geo-distributed cluster;
- Implemented a new integration bus to enhance interaction between the Digital Platform and the company's BSS/OSS systems;
- Consolidated outdated monolithic systems into a unified, flexible microservice platform using container virtualization with Kubernetes orchestration;
- Completely redesigned all Web and Mobile Application interfaces, adding multiple new features, including multi-account support, public transport payments, games, personalized offers, number and device registration, and VAS service management.

2) eShop – Launch of Online Sales:
- Enabled SIM card purchase (new or via MNP);
- Introduced e-SIM purchase and replacement – fully digital, remote process;
- Implemented MSISDN and tariff plan selection during the purchase process;
- Launched installment-based device purchases, bundled tariffs, and cashback offers.

3) Biometrics Platform – Launch and Integration:
- Implemented a biometric authentication platform within digital client interfaces and Dealer PRO, enabling remote number registration and other service operations (e.g., SIM replacement);
- Integrated document data recognition and 1:1 selfie verification against official ID photos or reference databases;
- Established a unified biometric data storage system and integrated it with CRM.

4) Application Performance Monitoring (APM) Implementation:
- Deployed an APM-class system for the digital platform using Cisco AppDynamics;
- Enabled real-time analysis of customer issues, root-cause identification, and impact assessment on business operations within a unified platform;
- Scaled the solution to the company's BSS/OSS systems, ensuring end-to-end monitoring of all critical services.

Media:
Kursiv.kz – https://kursiv.kz/news/kompanii/2021-10/tele2altel-zhizn-v-odin-klik-stanovitsya-ne-fantastikoy-normoy
Forbes.kz - https://forbes.kz/process/technologies/tsifrovizatsiya_-_instrument_dlya_novogo_urovnya_uslug_dlya_abonentov_tele2_altel

5) Tele2 Community – Employee Engagement App Launch:
- Mobile application designed to improve staff productivity and engagement;
- Combines communication, self-service functions, and an internal customer service ambassador program, enabling any employee to contribute to service quality improvements.

Media:
Kursiv.kz – https://kursiv.kz/news/kompanii/2021-11/cifrovaya-komanda-tele2altel

6) Dealer PRO – Comprehensive Service Interfaces for Dealer Stores:
- Cross-functional BSS/OSS project consolidating four service systems involved in customer operations;
- Expanded service distribution;
- Developed a new mobile application and web interface;
- Integrated the system with the biometrics platform.

Media:
Kursiv.kz – https://kursiv.kz/news/hi-tech/2021-11/tele2altel-sozdal-dilerskuyu-digital-vselennuyu-na-baze-sobstvennykh

7) In-house Digital Marketing – Transforming Online Advertising Approach:
- Successfully piloted an independent (in-house) approach to digital advertising (Google, Yandex, Mail, Facebook/Instagram, etc.);
- Ensured full control over traffic quality and uniformity across formats/sites;
- Enabled real-time campaign optimization;
- Improved ad placement efficiency, reducing budget expenses by 28% while increasing effectiveness by 54%;
- Following the pilot's success, established a new in-house Digital Marketing division.

8) Special Project – 10th Anniversary of Tele2 Kazakhstan:
- Developed a dedicated landing page featuring a year-long interactive marketing campaign, including: Lifetime bonus gigabytes for customers, digital quiz, "Wheel of Fortune" game in the app, code search and collection quest, music video, interactive web series, and more.

Performance from 2019 to late 2021:
- Digital service penetration among subscribers increased from 14% to 30%;
- MAU grew from 850K to 1.6M users (+192%);
- Revenue from digital channels increased by 280%.

March 2017 — February 2019
2 years

TELE2 Russia

Moscow, www.ru.tele2.ru/

Telecommunications, Communications

- Mobile Communications

Chief Technology Officer (Digital Competence Center)

Responsibilities:
- Overseeing the development and operations of the company's Digital products within the IT Department;
- Hiring and managing development and operations teams: 25 internal employees, 70-90 outsourced specialists;
- Managing the IT architecture of Digital products: proposing technical solutions for product launches and development, designing complex architectural solutions, and overseeing project planning and execution;
- Developing and coordinating the roadmap with business customers of Digital products;
- Leading the Digital Competence Center, including Agile implementation (Scrum/Kanban) and flexible methodologies, defining tasks for technical product development, and ensuring timely and high-quality project execution;
- Organizing collaboration with outsourcing software development companies;
- Facilitating cross-functional cooperation between IT and business units;
- Ensuring the availability, stability, and performance of systems and services supported by the Digital Competence Center;
- Implementing DDoS protection (L3-L4) and mitigation of hacker attacks (L7);
- Planning and managing the budget and cost optimization.

The Digital Platform Includes:
- Tele2 website;
- Self-service platforms for B2C and B2B clients (Customer Portal);
- Online store (Numbers, tariffs, smartphones);
- Mobile applications for iOS and Android ("My Tele2" App);
- Loyalty program ("More" – discounts and cashback);

- Authorization system (SSO).

Results:
- Team engagement level exceeded 80%;
- Successfully launched the “Digital Suite” project ahead of schedule;
- Adopted the Infrastructure as Code (IaC) approach using Ansible;
- All high-priority projects were delivered on time;
- 86 releases and patches successfully deployed on the platform;
- Critical business processes and integrated systems covered with ELK-based monitoring, creating real-time dashboards with key indicators using Grafana.

August 2014 — March 2017
2 years 8 months

TELE2 Russia

Rostov-na-Donu, www.ru.tele2.ru/
Telecommunications, Communications
- Mobile Communications

Team Lead

Responsibilities:
- Managing a support team of 10 engineers;
- Planning and cost control, contract management, collaboration with outsourcing support, and SLA compliance monitoring;
- System administration and technical support for projects within the area of responsibility;
- Analyzing requests for development, testing, and acceptance of system improvements before deployment;
- Developing user training materials, as well as regulations and procedural documentation;
- Coordinating with external support and development teams.

Significant Projects:

Tele2 Russia Website (tele2.ru)
- Deployed vDC infrastructure in a VMware cloud environment, including Active Directory (AD), WSUS, and other services;
- Migrated the website and infrastructure to an alternative cloud provider.

Online Store, Your+ (Bonus Program), Virtual Storefronts (Back-end), Skylink.ru Website & Online Store, Auction, and Order Management System
- Prepared and launched the infrastructure for these digital services.

Microsoft Dynamics CRM
- Implemented and developed a support process for three service lines and established SLA monitoring.

B2B & B2C Customer Portal
- Launched a new B2C Customer Self-Service platform;
- Migrated clients to the new system;
- Developed and launched the “My Tele2” mobile application for Android and iOS.

April 2011 — August 2014
3 years 5 months

TELE2 Russia

Rostov-na-Donu, www.ru.tele2.ru/
Telecommunications, Communications
- Mobile Communications

Senior IT Engineer

Responsibilities:
- Administering and supporting systems within the area of responsibility;
- Analyzing requests for development, testing, and deployment;

- Creating user training materials, regulations, and procedural documentation;
- Collaborating with external support and development teams.

May 2005 — April 2011
6 years

билайн

Moscow, www.beeline.ru

IT, System Integration, Internet

- Internet Service Provider
- Systems integration, enterprise process automation, and IT consulting

Telecommunications, Communications

- Fixed Communications
- Mobile Communications

Senior IT Support Engineer

Responsibilities:
- Providing support for the incident management process and scheduled maintenance;
- Serving as first-line support, responsible for business applications, mobile network quality, and GPRS operations;
- Analyzing incident statistics, identifying SLA violations, root causes, and resolution methods;
- Escalating identified issues to the appropriate teams.

November 2003 — May 2005
1 year 7 months

билайн

Rostov-na-Donu, www.beeline.ru

IT, System Integration, Internet

- Internet Service Provider
- Systems integration, enterprise process automation, and IT consulting

Telecommunications, Communications

- Fixed Communications
- Mobile Communications

Senior Technical Support Specialist

Responsibilities:
- Providing information consulting for current and potential customers;
- Configuring subscriber equipment and Internet access via GPRS;
- Researching and updating the database with mobile phone and device settings;
- Advising customers on interactive services and additional features.

November 2002 — November 2003
1 year 1 month

AAA-internet

Rostov-na-Donu

IT, System Integration, Internet

- Internet Service Provider

Technical Support Engineer

Responsibilities:
- Providing support for fixed Internet and IP telephony clients;
- Advising clients on the usage of the company's services;
- Configuring and restoring Internet access, creating tickets for field specialists, or escalating issues to second-level support engineers.

Education

Higher

2018
Higher

Netology, Moscow

Business and Management, IT Product Manager

2014

Higher

Southern Federal University, Rostov-on-Don
Economic, Manager

Professional development, courses

2018

Manager personal efficiency
EVERYCO

2016

RH135 Red Hat System Administration II
Инвента

2016

RH124 Red Hat System Administration I
Инвента

2016

80665 Microsoft Dynamics CRM 2015
Trainer-IT

2016

ITILv3-2011
Softline

2015

IT Security: Attacks and Defense
Microsoft Workshop

2014

10972B Administering the Web Server (IIS) Role of Windows Server
Softline

2013

10774A Quering Microsoft SQL Server 2012
Softline

2013

Implementation and administration BOSS-Payroll system MS SQL
BOSS. Payroll systems

2011

ITILv2
Beeline, ITILv2

2008

IBM Lotus Domino R6 System Administration
Intertrust

2007

GSM
Beeline, GSM

2006

Microsoft technology system administration
Microinform, Microsoft technology system administration

Electronic certificates

2018

"Introduction to the Internet of Things and Embedded Systems" by Калифорнийский университет в Ирвайне on Coursera

2016

Web-технологии

Skills

Languages

Russian — Native
English — B2 — Upper Intermediate

Skills

ITIL Agile Project Management Helpdesk WEB Mobile Windows Linux DevOps Digital Marketing Mac Os Digital Product Development Digital Transformation Team management System Integration AWS ITSM Scrum Teamleading VMware

Further information

Recommendations

LLP “Kar-Tel” (Beeline brand)
Maxim Panov (CEO)

LLC “MTS-Digital” (MTS brand)
Sergey Kulagin (Head of B2B Tribe)

T2 Mobile (Tele2 Russia)
Dmitry Dvornikov (Head of IT and Billing Department)

LLP "Mobile Telecom-Service" (Tele2&Altel brands)
Roman Volodin (CEO)

About me

23+ years of experience in the telecommunications industry and IT.
Expertise in managing team of 400+ FTE and driving IT and Digital transformation at operators with a subscriber base of 8.6M+.

In telecom, progressed from a call center operator to C-level, combining technological expertise with a business-oriented approach.

Focused on building a unified IT operating model, reducing TCO, improving efficiency and accelerating time-to-market.
Proven experience in defining and executing IT strategy, architecture transformation, and managing key programs (BSS, ERP, Digital platforms).

Participate in shaping the Vision of digital products and ecosystems, ensuring integration of IT, Digital, AI and data to enhance customer experience and drive business growth.

Key experience:

Tele2 Kazakhstan (CIO) - IT leadership and digital transformation, operating model transformation, launch of strategic BSS/ERP programs;
Beeline Kazakhstan (CTO, IZI / Hitter) - development of digital products and platforms, expansion to new markets;
MTS Russia (CTO B2B) - digitalization of corporate sales, launch of CRM and digital products;
Tele2 Kazakhstan (CDO) - development of digital channels, growth of MAU and digital revenue;
Tele2 Russia - development of digital platforms, mobile applications and e-commerce;
Beeline Russia - development of IT support and infrastructure.