Victor Martavitski

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EXECUTIVE SUMMARY

CIO/IT Director helping companies control IT costs through AI-driven automation, team restructuring and infrastructure consolidation. 20 years across game development, fintech, logistics and IT services.

Most recently, restructured a 35-person IT function into a 25-person team supporting 2,500 employees across 10 offices, with over half of support tickets automated using AI agents and workflow automation. Built a CMDB covering 10,000+ servers and 24,000+ applications to make IT costs visible and support accurate financial reporting.

Earlier experience includes building an IT department from 3 to 27 people, supporting all corporate IT across 3 offices and 100+ sales locations.

Looking for an IT leadership role where the priority is to get costs under control and build IT services that keep pace with business growth.

Key areas: IT transformation, ITSM/ITIL, AI-augmented operations, cloud infrastructure (Azure, GCP, AWS), process automation.

EXPERIENCE

CTO, co-founder

Jun 2026 – Present

SimplYou · simplyou.ai

Lead technology for an AI companion app for women in perimenopause and menopause. The app combines a chat and voice AI companion; symptom, cycle, and mood tracking; and recommendations based on each user's own data.

The AI layer is a multi-agent system built around a router and RAG.

Director of Information Technology

Mar 2025 – Sep 2026

Playrix · Full-time

Led end-to-end transformation of Playrix's Global IT function into a structured, automation-first service organisation supporting 2,500+ employees across eight countries.

- **Structural transformation:** Restructured IT from a fragmented two-line setup to a clear 3+1 tier model: Service Desk on L1, User Support on L2, four specialised L3 teams (IT Services, IT Automation, IT Infrastructure, IT Security) and a Governance line.
- **Access & automation:** Automated routine operations covering ~56% of monthly ticket volume (~5000 tickets/month average in Q1 2026) via AD/SCIM integrations, instruction-based delegation, and Claudebased AI agents.
- **Team optimisation:** Reduced team by 28% while simultaneously expanding scope of responsibility, improving quality, and consolidating IT from siloed units across departments into a single function.
- **Onboarding & approvals:** Standardised access templates by job role with zero time spent by line managers; eliminated manager approval for non-critical services, reducing ticket count by ~1.2k per month.
- **AI & tooling:** Introduced AI-driven automation using Claude Code, OpenAI, and Claude Cowork.
- **Cost optimisation:** Reduced AI tooling spend via usage audits (e.g. ChatGPT by 24%) and migration of users from premium to cost-effective models based on usage patterns.
- **Offices & equipment:** Standardised equipment preparation and office support across all geographies (IE, RS, UA, CY, GE, AR, KZ, UAE).
- **Portfolio:** Managed an IT services portfolio of 650+ services.

Tech stack: Anthropic/Claude, OpenAI/ChatGPT, Cursor, Active Directory, Azure AD, Azure Virtual Desktops, GCP, AWS, PKI, Hyper-V, VPN, Wi-Fi, Jira, Slack, Tableau, Asana, Coda, 1C.

Founder, ITSM Consultancy

Jun 2022 – Present

CT Core

Founded and lead an independent ITSM consultancy providing advisory and implementation services to midsize and enterprise companies. Areas of practice: IT department design from scratch, ITIL/ITSM process implementation, support line structuring, ITSM tooling selection and integration, CMDB design.

Own product — Threadmaker

Author · threadmaker.dev

Built a Jira and Slack integration that gives every Jira ticket its own Slack thread.

- Two-way sync of comments, edits, and deletes, including attachments, inline images, and @-mentions.
- Jira and JSM requests created straight from Slack; an anchor message in the thread updates live with status and assignee.

Tech stack: Atlassian Forge, Cloudflare Workers, Cloudflare D1, Jira API, Slack API.

Key engagement — External ITSM Consultant

Creative Assembly (SEGA) · Contract, Remote · Jul 2022 – Jan 2024 (1 yr 7 mos)

Guided the Live Services (Online Platform) team in IT service management, implementing ITIL/ITSM best practices for service delivery and customer support.

- Designed and implemented incident management and service level management processes.
- Built CMDB from scratch, including data model design and AWS asset autodiscovery.
- Implemented and tuned Jira Service Management as the ITSM platform.
- Developed configuration management processes and supporting documentation.

CIO

Jun 2020 – Dec 2021 · 1 yr 7 mos

HUMANS.group

Built and led an internal IT service provider from the ground up within the HUMANS group (telecom/fintech, Uzbekistan). The provider comprised a three-tier Service Desk, a Service Management office, and a Procurement unit — 27 people in total — running on ITIL/ITSM principles.

- Designed organisational structure, hired and developed the full 27-person team.
- Created and managed unit budget; developed IT policies and best practices.
- Oversaw IT support for enterprise services and 100+ Service/Sales points across Uzbekistan.
- Managed key vendors and service providers; implemented ITIL/ITSM practices across all IT units in the group.

Tech stack: Microsoft 365, Google Workspace, Slack, Zoom, AWS (EC2, VPN), Jira/Confluence (incl. Jira Service Desk), Bitwarden, Sentry, VMware, AD, OpenLDAP, CMDBuild, Zabbix, OpenVPN, HAProxy.

Head of Service Management

Aug 2015 – Jun 2020 · 4 yrs 11 mos

Wargaming

Led the Service Management process department with a focus on automation over bureaucracy. Responsible for Capacity, Release, Incident, Configuration, and Service Level Management for production game services (World of Tanks, WoT Blitz, World of Warplanes).

- Managed team of service management engineers; owned department budget and development plans.
- Built unified ITSM tooling (Jira-based) and process base for all production teams; provided ITSM consultancy for partner organisations.
- Implemented CMDB schema across Wargaming's production infrastructure and calculated infrastructure cost model.
- Automated Capacity and Release Management processes; led cross-DC infrastructure migrations.

Capacity Manager

Oct 2013 – Aug 2015 · 1 yr 11 mos

Wargaming

- Developed and implemented Capacity Management process for the Web department.
- Managed hardware pool: ordering, write-off, cross-DC migrations, partner environment provisioning.
- Optimised resource utilisation across web projects and applications.

Early Career

2007 – 2013 · Engineering and technical leadership roles

- **Tieto —** J2EE & OSS Team Leader (Jun 2010 – Jul 2013). Led J2EE and QA teams (6 engineers); managed 3rd-tier application server support and virtualisation (vSphere, RHEV).
- **Factor Ltd —** CTO, co-founder (Nov 2010 – Jun 2013). Built technical infrastructure and team; oversaw services development and customer operations.
- **STALOGISTIC —** System Administrator / Deputy CTO (Sep 2008 – Jun 2010). Multi-site Linux/Windows administration (Minsk, Moscow, Vilnius, Brest); network, security, VoIP, virtualisation.
- **Despina Ltd —** System Administrator (Jun 2007 – Sep 2008). Server administration, network routing, user support, 1C server management.

EDUCATION & CERTIFICATIONS

Belarusian State University

ITIL Foundation Certificate in IT Service Management — EXIN

LANGUAGES

English (Advanced), Belarusian (Fluent), Russian (Fluent), Polish (Elementary)

SKILLS

Leadership: technology strategy and roadmap, IT governance, IT budget, vendor and supplier management, stakeholder management, IT operating model.

Operations: IT operations and service delivery, ITIL service management, end-user support, SLA and incident management.

AI & automation: AI agents (Claude, OpenAI), automation of IT operations, AD/SCIM integrations.

Cloud & infrastructure: cloud (Azure, GCP, AWS), IT infrastructure, data centre migrations.