Kostiantyn B
System/Network Administrator

SUMMARY

- Experienced IT support engineer with 15+ years of experience providing practical assistance and advice to system users;
- Strong understanding of ITIL and ITSM principles, with in-depth knowledge of investigating and solving infrastructure problems;
- Skilled in Windows 10/11, MDM, AWS, Mac OS, Google Workspace, Asana, Confluence, DevOps, GLPI, Jira, Azure, and MS Office 365;
- Proficient in software testing, PowerShell scripting, and VMWare;
- Excellent analytical and communication skills, with the ability to learn quickly and work effectively in a team;
- Bachelor's degree in Physics, demonstrating a strong engineering background;
- Extensive experience in supporting workstations and laptops, hardware repair and upgrading, and installation and configuration of software.

SKILLS

Main Technical Skills	Microsoft Intune (3 yr.), MDM
Cloud Platforms, Services & Computing	AWS, Azure (2 yr.)
Azure Cloud Services	Azure (2 yr.)
Google Cloud Platform	Google Workspace
Collaboration, Task & Issue Tracking	Asana, Atlassian Confluence, Jira, Slack
Deployment, CI/CD & Administration	DevOps
Operating Systems	macOS, Ubuntu, Windows
Scripting and Command Line Interfaces	Powershell
QA, Test Automation, Security	Software testing
Virtualization, Containers and Orchestration	VmWare

Other Technical Skills	GLPI (Gestionnaire libre de parc informatique), G Suit, MDM Jamf Pro, MS Office 365, SCCM

WORK EXPERIENCE

Middle System/Network Administrator, IT Support Engineer, Deloitte

Duration: Feb 2023 - Present
Summary:

- Support users and services;
- Onboarding/offboarding;
- Implementation of new services;
- Laptop support.

Responsibilities: Support users and services. Onboarding/offboarding. Implementation of new services. Laptop support.
Technologies: Windows 10, Azure, O365, Intune.

Middle IT Support Engineer, LoveCrafts

Duration: Apr 2021 - Nov 2022
Summary:

- Support infrastructure, onboarding and offboarding employees, support users in Ukraine, UK, USA;
- Processes optimization, inventory, and buying new equipment in Ukraine, the UK, USA.

Responsibilities: Support infrastructure, onboarding and offboarding employees, and support users in Ukraine, the UK, and the USA. Processes optimization, inventory, and buying new equipment in Ukraine, the UK, USA.
Technologies: Google Workspace, O365, Jira, Slack, Asana.

Middle System Administrator/Service engineer, MGID

Duration: Dec 2020 - Apr 2021
Summary:

- Implementation of MDM Jamf Pro;
- Macbook's support, G Suit, Slack.

Responsibilities: Implementation of MDM Jamf Pro. Macbook's support, G Suit, Slack.
Technologies: MDM Jamf Pro, G Suit, Slack.

Infrastructure System Engineer, Axicorp

Duration: Dec 2018 - Nov 2020
Summary:

- Supporting global infrastructure systems;
- Supporting users in global offices, workstations, and laptops based on Windows, Mac OSX;

• Hardware support, installation, repair, and upgrading.

Responsibilities: Supporting global infrastructure systems. Supporting users in global offices, workstations, and laptops based on Windows, and Mac OSX. Hardware support, installation, repair, and upgrading.
Technologies: MS Servers 2012, 2016, AD, AWS, Azure, Confluence, Jira, MS Office 365, SCOM, SQL, Intune.

Support engineer, Infopulse

Duration: Apr 2013 - Nov 2018
Summary:

• Support users' workstations and laptops based on Windows, Ubuntu, and Mac OSX;
• Hardware support, installation, repair, and upgrading.

Responsibilities: Support users' workstations and laptops based on Windows, Ubuntu, and Mac OSX. Hardware support, installation, repair, and upgrading.
Technologies: Windows, Ubuntu, Mac OSX.

IT support engineer, Miratech Group

Duration: Dec 2009 - Feb 2013
Summary:

• Outsourcing in different banks;
• Support users' workstations, hardware repair, and upgrading.

Responsibilities: Outsourcing in different banks. Support users' workstations, hardware repair, and upgrading.
Technologies: Windows, Ubuntu, Mac OSX.

Head of section IT support, Brokbussines Bank

Duration: Jan 2004 - Feb 2005
Summary:

• Support users' workstations, ATM, Pos, peripheral equipment support, and network;
• Windows 2000 Server, RAS, SUS, RS-BANK, Informix.

Responsibilities: Support users' workstations, ATM, POS, peripheral equipment support, and network. Windows 2000 Server, RAS, SUS, RS-BANK, Informix.
Technologies: Windows 2000 Server, RAS, SUS, RS-BANK, Informix.

EDUCATION

Bachelor's degree
Physics