

# Kostiantyn B

## Middle 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.

### TECHNICAL SKILLS

<b>Main Technical Skills</b>	Microsoft Intune (3 yr.), MDM
<b>.NET Platform</b>	Azure (2 yr.)
<b>Security</b>	Microsoft Intune (3 yr.), SCCM
<b>Cloud Platforms, Services &amp; Computing</b>	AWS, Azure (2 yr.)
<b>Google Cloud Platform</b>	Google Workspace
<b>Collaboration, Task &amp; Issue Tracking</b>	Asana, Atlassian Confluence, Jira, Slack
<b>Deployment, CI/CD &amp; Administration</b>	DevOps
<b>Operating Systems</b>	macOS, Ubuntu, Windows
<b>iOS Libraries and Tools</b>	MDM
<b>Third Party Tools / IDEs / SDK / Services</b>	Office 365
<b>Scripting and Command Line Interfaces</b>	PowerShell
<b>QA, Test Automation, Security</b>	Software testing
<b>Virtualization, Containers and Orchestration</b>	VmWare
<b>Other Technical Skills</b>	GLPI (Gestionnaire libre de parc informatique), G Suit, MDM Jamf Pro

## 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

