

Serhii B.

Senior Cloud and Infrastructure Engineer

SUMMARY

- 7+ years of experience in Cloud and Infrastructure Engineering with expertise in Microsoft Azure, Azure DevOps, Docker, and CI/CD pipelines.
- Experienced in Azure cost optimization achieving ~40% reduction through VM/disk rightsizing and automated scheduling.
- Skilled in infrastructure automation, server configuration, and secure data encryption across 500+ user PCs.
- Background in IT operations, incident management, and lifecycle management using ServiceNow and ticketing systems.
- Experience with Windows, Linux, Active Directory, PowerShell/Bash scripting, and cloud-native deployment methodologies.

TECHNICAL SKILLS

Main Technical Skills	Azure, Azure DevOps
AI Tools & Assistants	ChatGPT, CoPilot
Programming Languages	Python
AI & Machine Learning	CoPilot
Security	Data Encryption, SCCM
Cloud Platforms, Services & Computing	Azure, GCP
Azure Cloud Services	Azure DevOps
Deployment, CI/CD & Administration	Active Directory, CI/CD, Puppet
Scripting and Command Line Interfaces	Bash, PowerShell
Virtualization, Containers and Orchestration	Docker, VmWare
Mail / Network Protocols / Data transfer	FTP, TCP/IP
Version Control	Git, GitHub, Github Actions, GitLab
Logging and Monitoring	Grafana, Prometheus, Zabbix
Operating Systems	Linux, macOS, Ubuntu, Windows
Platforms	Microsoft
	Outlook

Third Party Tools / IDEs / SDK / Services	
SDK / API and Integrations	ServiceNow API, Winforms
Web/App Servers, Middleware	Windows Server

WORK EXPERIENCE

Cloud and Infrastructure Engineer, BASF

Duration: Jan. 2021 - Present

Summary: A chemical manufacturing company producing industrial chemicals, materials, and performance products. It supplies solutions used in manufacturing, agriculture, construction, and automotive industries. The business operates large-scale production and distribution processes.

Providing cloud and infrastructure engineering services. The role involves optimizing cloud resources, enhancing security, and supporting enterprise IT infrastructure to ensure operational efficiency and cost-effectiveness.

Responsibilities:

- End-to-end IT operations support, including full user onboarding and offboarding, workstation provisioning, and lifecycle management for office and remote employees.
- Configuration, setup, and maintenance of end-user equipment (laptops, desktops, peripherals) to ensure business readiness and productivity.
- Support and maintenance of office IT infrastructure, including MFPs, printers, projectors, and internal/off-site video conferencing systems.
- Incident and request management via ServiceNow, supporting both on-site and remote users in accordance with SLA requirements.
- Azure server support for critical business systems, including Medoc, Master Accounting, and corporate document management services.
- Management of user access rights, permissions, electronic keys, and digital certificates across internal corporate systems.
- Coordination with external IT vendors and contractors, including warranty service centers and hardware repair providers, as well as performing block-level repairs when required.
- Delivery of user training and webinars on AI tools (Microsoft Copilot, ChatGPT, etc.) and participation in IT projects driven by business needs.

Technologies: Microsoft Azure, Azure DevOps, Docker, Git, GitHub, GitLab, Grafana, Zabbix, Windows, Linux, Ubuntu, MacOS, Puppet, Powershell, Bash, Python, SCCM, TCP/IP, VMWare, MO 365, Active Directory, FTP, Windows Server, Data encryption.

Senior Specialist, Corum Group (IT Operations and Azure Server Support)

Duration: May 2019 - Jan. 2021

Summary: Provided end-to-end IT operations support and Azure server support for critical business systems at Corum Group, including Medoc, Master Accounting, and corporate document management services. Managed user access and coordinated with external vendors to maintain IT infrastructure and user environments.



Responsibilities:

- Supported enterprise IT infrastructure and end-user environments.
- Managed accounts and devices in Active Directory and Microsoft 365 (Outlook, Teams).
- Resolved incidents via ticketing system (hardware, software, access).
- Performed hardware maintenance, repairs, and upgrades.
- Maintained IT asset inventory and worked with external vendors.

Technologies: Microsoft Azure, Active Directory, Microsoft 365, ServiceNow, Windows, Linux, Azure server management.

Engineer, Alfa Bank (Enterprise Banking Workstation Support)

Duration: Aug. 2016 - May 2019

Summary: Maintained and supported enterprise banking workstations and hardware across Alfa Bank branches. Ensured secure configurations and incident recovery to maintain operational continuity in a financial institution.

Responsibilities:

- Maintained and supported enterprise banking workstations and hardware.
- Performed repairs, upgrades, and equipment standardization.
- Resolved incidents via ticketing system across branches.
- Implemented data encryption and secure configurations.
- Assisted in incident recovery after malware and emergency events.

Technologies: Windows, Data encryption, Ticketing systems, Hardware maintenance.

EDUCATION

- **Specialist in Technological Education, Drawing, and Informatics**
Taras Shevchenko Regional Humanitarian-Pedagogical Academy of Kremenets (KOGPA)
Sep. 2011 - Jun. 2016

CERTIFICATION

- **Step Computer Academy DevOps**
Expertise in DevOps methodologies, workload management, and deployment automation. In-depth knowledge of modern software development and networking. Proficiency in server configuration, code deployment, and environment testing. Skilled in automating complex testing workflows and implementing user feedback.
Aug. 2022 - Jun. 2023
- **Microsoft Azure Administrator (AZ-104) - Training**
Comprehensive skills in Azure service management, infrastructure administration, and network configuration.
Jan. 2021 - Feb. 2021
- **20697-1 Implementation and Managing Windows 10 FastLane**
Specialized in Windows 10 desktop and device administration, network resources, and security settings.
Sep. 2018

