Mykhaylo R.
Senior DevOps/SRE/Lead System Administrator

SUMMARY

- Over 20 years in IT with a master's degree in Cybernetics - Proficient in Ansible: Extensive experience in deploying and managing Ansible-driven infrastructure, particularly highlighted in roles as SRE/Architect (Aug 2018 – Present) and Senior DevOps Engineer/Lead Sysadmin (Aug 2020 – May 2021), where Ansible was pivotal in scaling a learning platform from 1,000 to over 100,000 students and in key migration projects. - Expertise in Windows Environments: Demonstrated strong skills in managing Windows environments, especially as an SRE/ Architect (Aug 2018 – Present) and CTO (2013 – Mar 2022), involving Windows AD+MSSQL backoffice management and ITIL Service Management framework implementation on Windows platforms. - Versatile IT Roles with Ansible and Windows: Across various roles including IT Service Manager, Senior DevOps Engineer, and CTO, consistently applied Ansible and Windows technologies in large-scale infrastructure projects and day-to-day operations, showing versatility and depth in these areas. - Managing the growth of the learning platform from 1,000+ to 100k+ active students - ITIL v3 Foundations Certificate - More than 5 years of experience in leading ITIL Service Management capability and implementing end-to-end ITIL Service Management framework - Strong experience in using ServiceNow and Jira Service Desk for ITSM - Experienced IT/Telecom Specialist - UNIX and UNIX-Like OS (FreeBSD, Linux, SunOS, MacOS X) background - Over 20 years of Windows/windows server family. From NT4.0 /win3.1 up to Server2019. As well as upgrading Up to 15 years with server HW, and 13 years with storage solutions - Infrastructure problem-solver with a strong view on reliability, performance, and disaster recovery - Fluent English

TECHNICAL SKILLS

Main Technical Skills	Bash (10 yr.), Shell Scripts (10 yr.), MySQL (10 yr.), Ansible, Ansible Playbook
Programming Languages	Basic, Java, Pascal, Python (5 yr.)
Rust Frameworks	juniper
JavaScript Libraries and Tools	NPM
Data Analysis and Visualization Technologies	Kibana
Databases & Management Systems / ORM	AWS ElasticSearch (2 yr.), ELK stack (Elasticsearch, Logstash, Kibana), Microsoft SQL Server, MongoDB (2 yr.), MySQL (10 yr.), NoSQL, Oracle Database (4 yr.), ORM, PostgreSQL (3 yr.), rrd
Cloud Platforms, Services & Computing	AWS (4 yr.), Azure, DigitalOcean, GCP (3 yr.)
Amazon Web Services	

	AWS CLI (Amazon Command Line Interface), AWS Cloudformation, AWS CloudWatch, AWS CodeDeploy, AWS CodeDeploy mail, AWS EB (Amazon Elastic Beanstalk), AWS Elastic Kubernetes Service (EKS), AWS ElasticSearch (2 yr.)
Azure Cloud Services	Azure Key Vault, Hyper-V, MS Exchange
Methodologies, Paradigms and Patterns	Agile, ITIL (5 yr.), ITSM, Scrum, Waterfall
Deployment, CI/CD & Administration	Ansible, CI/CD, DevOps, GitLab CI, Jenkins, OpenVPN
Web/App Servers, Middleware	Apache Tomcat
Scripting and Command Line Interfaces	Bash (10 yr.), Perl (8 yr.), Shell Scripts (10 yr.)
Mail / Network Protocols / Data transfer	BGP, CIFS, Cisco, Courier, Diameter, Dovecot, LDAP, mrtg, OpenVPN, OSPF, Postfix, RADIUS, RDP, Samba, TLS, VLAN, VPN
Version Control	BitBucket, GitHub
Platforms	Bitrix, Bitrix24, Citrix, Red Hat OpenShift Container Platform
Virtualization, Containers and Orchestration	Containerd, Docker, Docker Compose, Docker Swarm, ESXi, Horizon, Kubernetes, KVM (for Kernel-based Virtual Machine), LXC, LXD, OpenVPN, Oracle VM VirtualBox, Proxmox, Qemu, Terraform, virtualization, VmWare
Operating Systems	Debian, Exim, FreeBSD, HP-UX, Linux, macOS, MacOS Server, NetBSD, RHEL (Red Hat Enterprise Linux), SunOS, Unix, Windows
Logging and Monitoring	Grafana, Monit, Nagios, Prometheus, SIP, Zabbix
Collaboration, Task & Issue Tracking	Jira, OTRS, RequestTracker
Message/Queue/Task Brokers	Kafka, RabbitMQ
Third Party Tools / IDEs / SDK / Services	Office 365
SDK / API and Integrations	ServiceNow API (1 yr.)
Other Technical Skills	BAS, Brocade, CSIM, DELL, DRS, embedded solutions, Esx, Extreme, FreeBSD jails Vmware products, GCP 5+ years, GSM Networking, HP, Jira Service Desk (1 yr.), jre, LXC/LXD, Microtik, MS Project, Network equipment, Network Protocols, Office365, Perl5 (8 yr.), Sendmail, Server hardware, Stunnel, Supermicro, VxLAN, Waterfall Logging and Monitoring, windows rds

EXPERIENCE

SRE/Architect

Aug 2018 – present

Responsibilities: Learning platform grown from 1000+ to 100k+ active students. Infrastructure architecture, sizing, and developing on-premise with active AWS mirror DRS location. Highly customized Moodle, Self-written CRM/ERP with integrations with payment providers, accounting, and student management. Deputy Director of Education from March 2022.

Technologies: Ansible-driven infrastructure. Openshift. Windows AD+MSSQL backoffice. AWS, Linux, bash, MongoDB, ESXi, CloudFormation, docker, docker-compose, bitbucket, Jenkins, BAS, jre, tomcat, LDAP, MongoDB, s3 both for storage and deployments.

Senior DevOps Engineer/Lead sysadmin

Aug 2020 – May 2021

Responsibilities: Online Retail. AWS to self-hosted migration, “work from home” implementation. AWS EB product upgrade from platform v1 to platform v2 with performance optimization, security, and stability.

Technologies: AWS, AWS CLI, EB CLI, code deploy, MongoDB

Aug 2020 – Dec 2024

Responsibilities: Online Retail. AWS to self-hosted migration, “work from home” implementation.

Technologies: Ansible, AWS, AWS CLI, k8s, EB CLI, code deploy, MongoDB docker swarm, docker, docker-compose, Jenkins, python, vault, bash, PostgreSQL, BAS, AD+openvpn, Kafka, elastic search, rabbitmq, streamsets. Integrating vault to build process, CI/CD pipelines for dev/staging/prod deployment without downtime, Kafka as a data proxy for logging and analytics, performance optimizations, developers support, back-office operations.

IT Service Manager/ SRE/Architect

Aug 2018 – 2020

Responsibilities: Learning platform grown from 1000+ to 100k+ active students. Infrastructure

architecture, sizing, and developing on-premise with active AWS mirror DRS location. Highly customized Moodle, Self-written CRM/ERP with integrations with payment providers, accounting, and student management. Deputy Director of Education from March 2022.

Technologies: AWS, Linux, bash, MongoDB, ESXi, terraform, docker, docker-compose, bitbucket, Jenkins, BAS, jre, tomcat, LDAP,

CTO

2013 – Mar 2022

Responsibilities: Managed end-to-end ITIL Service Management framework for self-hosted and cloud office and back-office support tools. Developed Service Design & Transition

processes, Major Incident Management, Problem, Change & Release Management, and Disaster Recovery plan. Led a team of duty engineers.

Technologies: Linux, FreeBSD, windows, email, LDAP, RDP, MySQL, MySQL, sip, webinars hardware, etc.

Lead System Administrator

2008 – Feb 2022

Responsibilities: Managed IT services for a Sports Arena, including access control, online reservations, ticket provisioning, and cloud migration. Implemented ITIL-based service management processes, including continuous service improvement, risk management, and development of KPIs. Partial migration to Azure, including Azure AD, Azure Database for MySQL, Azure SQL DB, Database Migration Service, Azure Functions, AKS, Windows VMs, and VPN Gateway.

Technologies: FreeBSD, NetBSD, Linux, Perl, sh, sip, mssql, Citrix, ms isa, Azure.

Consultant / Development engineer

Mar 2008 – Oct 2012

Responsibilities: Telecom solutions provider/ mobile operator solution.

Technologies: java, bash, Perl, Python, real-time NoSQL DB, Oracle, RADIUS, Diameter, LDAP, DRS, checkpoint products, Linux, FreeBSD, HP-UX

IT Manager/system administrator

Mar 2006 - Jun 2006

Responsibilities: Planning and deployment of hardware to software telecom services

IT Manager

Jul 2004 - Dec 2004

Responsibilities: Deliver high-grade quality service for over 10 branch offices with local IT teams and service providers.

EDUCATION

The Taras Shevchenko National University of Kyiv, MS, Cybernetics

2003 - 2009