Dmytro Sh.
Senior System Administration Engineer

SUMMARY

- 15+ years of professional experience in system administration and Windows/ Linux IT infrastructure management;
- Knowledge of the full device lifecycle, debugging, patching, software deployment;
- Experience with virtualisation/containerisation technologies (Hyper-V, VMware, Proxmox, Docker) and cloud platforms (AWS, Azure);
- Automation experience using Ansible, PowerShell, and Bash scripts;
- Experience with infrastructure monitoring and troubleshooting (Zabbix, Nagios, Grafana, CheckMK, Splunk, ELK stack);
- Skilled with backup and disaster recovery solutions (Veeam, Avamar) and centralised log management (rsyslog, ELK);
- Experience with IAM, VPN configuration, and secure remote access management;
- Knowledge of ITSM tools and workflows, including JIRA, Asana, GLPI, and Notion;
- Experience with SaaS platforms administration and integration (Google Workspace, GitLab, Tableau, HubSpot, Miro, Slack, etc.);
- Led the team of system administrators, documented processes, and managed assets.

TECHNICAL SKILLS

Main Technical Skills	Linux, System Administration, TDD, SDLC
.NET Platform	Azure
Data Analysis and Visualization Technologies	Data visualization, Kibana, Tableau
Security	SCCM
Databases & Management Systems / ORM	AWS ElasticSearch, ELK stack (Elasticsearch, Logstash, Kibana), MySQL, PostgreSQL
Cloud Platforms, Services & Computing	AWS, Azure, Veeam
Amazon Web Services	AWS ElasticSearch
Google Cloud Platform	Google Workspace

Azure Cloud Services	Hyper-V
Deployment, CI/CD & Administration	Active Directory, Ansible, GitLab CI, OpenVPN, System Administration
Collaboration, Task & Issue Tracking	Asana, Jira, Miro, Notion, OTRS, Slack
Third Party Tools / IDEs / SDK / Services	Asterisk
QA, Test Automation, Security	Debugging
Mail / Network Protocols / Data transfer	DHCP, DNS, firewall, OpenVPN, Zimbra
Virtualization, Containers and Orchestration	Docker, OpenVPN, Proxmox, VmWare
Version Control	GitLab
Project Management & Administration	GLPI
Logging and Monitoring	Grafana, Logstash, Nagios, Prometheus, Splunk, Zabbix
Platforms	HubSpot, SAAS
SDK / API and Integrations	Hubspot API, Winforms
Methodologies, Paradigms and Patterns	ITSM, SDLC, TDD
Operating Systems	Linux, macOS
Scripting and Command Line Interfaces	PowerShell, Shell Scripts
Soft Skills	troubleshooting
Other Technical Skills	AD, Bash scripts, Cloud platforms, Fortinet, HiBob, IAM, log, Monitoring, PIA, Proxies, rsyslog, SCOM, SCVMM, Tools, VPN configuration

WORK EXPERIENCE

Team Lead System Administrator, Gypsy

Duration: Oct 2024 - Oct 2025

Responsibilities:

- Provisioned new user devices with required software, security configurations, and access permissions.
- Managed company-owned hardware, software licenses, and compliance.
- Configured and maintained VPN solutions for secure remote access.
- Implemented centralized user management tools (JIRA Assets, GLPI).
- Led a team of system administrators, delegated tasks, and ensured process documentation.
- Designed and maintained onboarding/offboarding workflows, domain, and service management processes.
- Implemented password management (1Password/Bitwarden) and HelpDesk systems (JIRA, Asana).
- Integrated system processes across JIRA, Notion, Zapier, Google Workspace, Asana, GitLab, Tableau, HubSpot, CustomerIO, Miro, HiBob, Mango Proxy, and Slack.

Technologies: JIRA, JIRA Assets, GLPI, 1Password / Bitwarden, Asana, Notion, Zapier, Google Workspace, GitLab, Tableau, HubSpot, CustomerIO, Miro, Slack, Mango Proxy, VPN tools.

Senior Unix & Virtualization Administrator, SoftServe

Duration: Sep 2022 - Sep 2024

Responsibilities:

- Managed Linux servers (CentOS, RedHat, AlmaLinux).
- Administered VMware virtualization and large-scale storage systems.
- Implemented backup solutions (Avamar) and security monitoring (Splunk, rsyslog, firewalls).
- Maintained DNS/DHCP services in Docker containers.
- Supported mail systems, monitoring with Zabbix and CheckMK, and credential management with HashiCorp Vault.

Technologies: CentOS, RedHat, AlmaLinux, VMware, Avamar, Splunk, rsyslog, Docker, DNS/DHCP in containers, Zabbix, CheckMK, HashiCorp Vault, firewalls.

Senior Unix & Virtualization Administrator, SoftServe

Duration: Oct 2020 - Sep 2022

Responsibilities:

- Administered Linux, Windows, and macOS systems.
- Managed VMware environments and secure storage systems.
- Deployed DNS/DHCP on Docker containers and supported firewalls (Fortinet).
- Conducted security analysis and monitoring using Splunk and rsyslog.

Technologies: Linux, Windows, macOS, VMware, Docker (DNS/DHCP), Fortinet firewalls, Splunk, rsyslog.

Senior Linux System Administrator, Regional Gas Company

Duration: Mar 2020 - Oct 2020

Responsibilities:

- Supported systems on Linux with Docker containers, Zabbix, and ELK stack.
- Automated processes with Ansible.
- Configured centralized log collection, OS installation, diagnostics, and monitoring.

Technologies: Linux, Docker, Zabbix, ELK (Elasticsearch / Logstash / Kibana), Ansible.

Senior Linux System Administrator, Bookimed

Duration: Sep 2019 - Mar 2020

Responsibilities:

- Deployed telephony based on Asterisk and managed Linux servers.
- Automated application deployment with Ansible and supported Docker environments.
- Implemented monitoring with Zabbix, Grafana, and Kibana.
- Configured VPN (OpenVPN) and managed ProxMox, Hetzner, and VMware systems.

Technologies: Asterisk, Linux, Ansible, Docker, Zabbix, Grafana, Kibana, OpenVPN, ProxMox, Hetzner, VMware.

Lead Virtualization and Monitoring Specialist, DTEK

Duration: Nov 2017 - Sep 2019

Responsibilities:

- Managed over 3000 VMs in Hyper-V, VMware, and Azure clusters.
- Administered SCCM, SCVMM, and SCOM.
- Maintained Windows and Linux servers and macOS devices.

Technologies: Hyper-V, VMware, Azure, SCCM, SCVMM, SCOM, Windows, Linux, macOS.

System Administrator, DHL Global Forwarding

Duration: Apr 2016 - Nov 2017

Responsibilities:

- Managed IT support staff and oversaw server installations (Windows, Linux).
- Modernized IT infrastructure and implemented virtualization (Hyper-V).
- Configured Active Directory, Exchange, VPN, and security systems.
- Maintained peripherals and conducted equipment inventory.

Technologies: Windows Server (AD, Exchange), Hyper-V, Linux, VPN, virtualization tools.

Lead System Administrator, AllBiz

Duration: Nov 2014 - Apr 2016

Responsibilities:

- Managed Microsoft server technologies (AD, DHCP, DNS, GPO, RDS).

- Installed and supported Hyper-V and VMware environments.
- Administered Zimbra, Zabbix, and Asterisk servers.
- Implemented backup, antivirus, and network security solutions.

Technologies: Active Directory, DHCP, DNS, GPO, RDS, Hyper-V, VMware, Zimbra, Zabbix, Asterisk, backup/AV tools.

System Administrator, Space IT

Duration: Feb 2013 - Nov 2014

Responsibilities:

- Installed, configured, and maintained AD, OTRS, OpenFire, Zimbra, and Asterisk.
- Managed software, hardware, and data backups.
- Ensured operating system security and recovery.

Technologies: Active Directory, OTRS, OpenFire, Zimbra, Asterisk, backup tools.

System Administrator, State Agency for Investment and National Projects of Ukraine

Duration: Dec 2011 - Jan 2013

Responsibilities:

- Installed system updates, created backups, and managed user accounts.
- Ensured data protection and expanded the company's network infrastructure.

Computer Systems Engineer, Beeline/Kyivstar

Duration: Oct 2010 - Nov 2011

Responsibilities:

- Supported over 2500 computers and business software.
- Installed OS and ensured service continuity for employees.

Junior IT System Administrator, CreditExpress

Duration: Jul 2009 - Sep 2010

Responsibilities:

- Installed and maintained Windows and Linux systems.
- Configured Asterisk, antivirus protection, and communication systems.

Technologies: Windows, Linux, Asterisk, antivirus solutions.

EDUCATION

Bachelor's Degree in Radio Engineering, National Technical University of Ukraine "Igor Sikorsky Kyiv Polytechnic Institute" (2011 - 2015)

CERTIFICATION

- **Server Virtualization with Windows Server Hyper-V and System Center** (2019)
- **Construction of IP Telephony Based On Free Asterisk Software** (2017)
- **Securing Windows Server 2016** (2017)
- **McAfee Web Gateway Administration** (2014)
- **Asana - Project Management - Intermediate to Advanced** (2025)
- **GitLab CI/CD Pipelines, CI/CD and DevOps for Beginners** (2025)
- **Kubernetes for the Absolute Beginners - Hands-on** (2025)
- **Zabbix 7 Application and Network Monitoring** (2025)