



## 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

<b>Main Technical Skills</b>	Linux, System Administration, TDD, SDLC
<b>.NET Platform</b>	Azure
<b>Data Analysis and Visualization Technologies</b>	Data visualization, Kibana, Tableau
<b>Security</b>	SCCM
<b>Databases &amp; Management Systems / ORM</b>	AWS ElasticSearch, ELK stack (Elasticsearch, Logstash, Kibana), MySQL, PostgreSQL
<b>Cloud Platforms, Services &amp; Computing</b>	AWS, Azure, Veeam
<b>Amazon Web Services</b>	AWS ElasticSearch
<b>Google Cloud Platform</b>	Google Workspace
<b>Azure Cloud Services</b>	Hyper-V
<b>Deployment, CI/CD &amp; Administration</b>	Active Directory, Ansible, GitLab CI, OpenVPN, System Administration

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

