UPSTAFF

Volodymyr P
Expert Okta Implementation Manager

SUMMARY

- 16+ years of expertise in user lifecycle and identity management, access management (IAM), IT operations and helpdesk support, and system administration. - Hands on Okta (SSO, MFA, API, Workflows, IdP) and other IT automation. - IT infrastructure management (cloud, servers and networking, seamless deployment of services, IT processes optimization and reliability).

TECHNICAL SKILLS

Main Technical Skills	Okta
Programming Languages	Python
.NET Platform	Azure
Java Libraries and Tools	JSON
Salesforce Ecosystem	Salesforce, SalesForce Workflow
Social Media Merketing	Webex
Security	Microsoft Intune, RBAC
Cloud Platforms, Services & Computing	AWS, Azure, DigitalOcean
Amazon Web Services	AWS IAM, AWS Lambda, AWS WorkSpaces
Azure Cloud Services	Azure AD, Azure AD hybrid identity, Azure Service Bus, Azure VM, Entra ID, Hybrid AD, Hyper-V
Google Cloud Platform	Google Workspace
Deployment, CI/CD & Administration	Active Directory
iOS Libraries and Tools	Addigy, JAMF, Kandji, MDM
SDK / API and Integrations	API, ServiceNow API
Collaboration, Task & Issue Tracking	Atlassian Confluence

Mail / Network Protocols / Data transfer	Cisco Meraki, LAN, LDAP, PfSense, VLAN, VPN, WAN
Operating Systems	Debian, Linux, Ubuntu
Third Party Tools / IDEs / SDK / Services	Gentoo, Landscape, Office 365
Platforms	Helpdesk, Okta, Quadient Automation, Salesforce, SharePoint, Webex, Zoom
Methodologies, Paradigms and Patterns	ITSM
File Systems, Storage	NAS (Network-attached storage)
Project Management & Administration	Project Management
Virtualization, Containers and Orchestration	VMWare ESXi
Web/App Servers, Middleware	Windows Server
Other Technical Skills	HP, Mikrotik, Okta Active Directory, Okta API, Okta IdP administration, Okta Workflows, RAID

WORK EXPERIENCE

IT Operations Solutions Engineer & IT IAM Specialist (NDA, AI Applications and Platform)

Duration: Dec. 2019 – Present

Summary: IT Operations and Identity Access Management (IAM) specialist providing support, design, and implementation of IT infrastructure solutions, and administering core IT services. Focused on user lifecycle management, IT automation, and access security for enterprise systems.

Responsibilities:

- Administered Identity and Access Management (IAM), including RBAC (ABAC), user lifecycle, and IT security;
- Managed Okta IdP, including SSO with SAML/OIDC, Org2Org, Okta API and Workflows, SCIM, and user provisioning/deprovisioning;
- Developed API integrations using JSON/Python with Okta, AWS Lambda, LDAP, etc.;
- Provided IT Helpdesk support (Level 2, worldwide) using FreshService and ServiceNow ITSM, and supported third-party services (Google Workspace, Office 365, AWS IAM, Salesforce, Zoom, etc.);
- Administered MDM solutions for Apple MacBook (JAMF, Kandji), MS Windows (Intune), and Ubuntu (Landscape);
- Managed IT project timelines, internal knowledge base, and Helpdesk documentation;
- Performed access audits, license management, and savings optimization;
- Led local office IT support for Ukrainian engineering teams.

Technologies: Okta, AWS Lambda, Python, JSON, LDAP, ServiceNow, FreshService, Google Workspace, Office 365, Azure AD, Salesforce, Zoom, JAMF, Kandji, Intune, Landscape, AWS IAM, ITSM, RBAC.

IT OPS/Helpdesk Engineer & System Administrator (24/7 Education Platform)

Duration: Jun. 2016 – Dec. 2019

Summary: IT Operations Engineer and Helpdesk Specialist focused on managing and optimizing IT infrastructure, supporting application deployment, and providing technical support for both internal teams and third-party products. Collaborated with cross-functional teams to improve system performance and enhance workflows.

Responsibilities:

- Managed and optimized the company's IT infrastructure, participated in the development and management of the growing corporate system;
- Ensured seamless deployment of applications, supported third-party products integrated into the existing IT ecosystem (Hybrid AD, Office 365 with Exchange Online and SharePoint, Okta IdP, IAM administration, Webex Meetings);
- Administered MDM solutions for Apple MacBooks (Addigy);
- Administered local and remote servers, network equipment (Cisco Meraki, HP, Linux systems);
- Developed and implemented work schemes for business needs: networks, servers, and VM instances (VMware ESXi, MS Hyper-V);
- Collaborated with development and engineering teams to provide technical support and system administration for managerial, accounting, and technical software;
- Provided lifecycle support for desktop computers, network equipment, and servers;
- Served as system administrator for Ukrainian Engineering (R&D) and other teams, supporting the office and local IT infrastructure.
- Provided worldwide IT Helpdesk support (Tier 1–Tier 2);

Technologies: Office 365, Exchange Online, SharePoint, Okta, Webex, MDM (Addigy), VMware ESXi, MS Hyper-V, Cisco Meraki, HP, Linux, Hybrid AD, ITSM, IAM.

Lead of IT Operations Team, FILM.UA Group / Luna Production

Duration: Oct. 2011 – Jun. 2016

Summary: Led the IT Operations team at one of Ukraine's largest media groups. Oversaw IT infrastructure, network architecture, helpdesk, and internal IT projects. Managed the development and implementation of scalable corporate IT systems to support production and B2B services.

Responsibilities:

- Led and managed the IT Ops team across multiple departments and companies within the group;
- Planned and implemented the development of corporate IT infrastructure;
- Administered and maintained core IT systems: Windows Server (bare-metal), MS Active Directory, Hyper-V, Linux (Ubuntu, Debian, Gentoo), NAS with software/hardware RAID;
- Managed network architecture: pfSense, MikroTik, VLAN, distributed Wi-Fi (multi-AP), VPN, and fiber/WAN connectivity (up to 10Gbit);
- Provided Level 2 IT support and helpdesk services to end-users;
- Administered Office 365 and integrated 3rd-party IT solutions into the corporate ecosystem;
- Supported B2B infrastructure and services used in the production pipeline.

Technologies: Windows Server, AD, Hyper-V, Ubuntu, Debian, Gentoo, NAS (RAID), pfSense, MikroTik, VLAN, VPN, Office 365, IT Helpdesk, B2B Infrastructure.

System Administrator, IT Operations Team, FILM.UA Group / Argentum IT Lab

Duration: Jun. 2007 – Sep. 2011

Summary: Provided system administration and IT support services within the IT Operations team. Ensured stable operation of servers, user workstations, and local network infrastructure, while contributing to the development of corporate IT systems.

Responsibilities:

- Administered company servers, user workstations, and internal IT infrastructure;
- Provided Level 1–2 IT helpdesk and technical support to internal teams;
- Supported integration and maintenance of third-party software and IT services within the corporate ecosystem;
- Assisted in planning and scaling of corporate IT infrastructure and services.

Technologies: Windows Server, LAN/WAN, User Workstation Support, IT Helpdesk, IT Infrastructure Maintenance.

Economist, Individual Business Department, Factorial Bank (Joint Stock Commercial Bank)

Duration: 2005 – 2007

Summary: Full-stack credit economist, Individual Business Department.

Responsibilities:

- Full-stack credit economist.
- Individual business department.

System Administrator, Technical Inventory Bureau

Duration: 2002

Summary: System administration and IT infrastructure support.

Responsibilities:

- System administration of PCs, servers, and network infrastructure.

EDUCATION

- **Taras Shevchenko National University,** Master's Degree in Economics and Enterprise (2000 - 2008)

Certificates

- **Cisco Certified Network Associate (CCNA)**, Specialized training center "Ukrtelecom" (Kyiv, UA)