

PERSONAL DETAILS

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Career Overview

A motivated personable professional with a talent for mastering projects. Diplomatic and tactful with professionals and non-professionals at all levels. Demonstrated history of being compliant with organizational guidelines. Flexible and versatile -able to maintain a sense of humor under pressure. Poised and confident with the ability to transcend cultural differences. Excellent team-building skills while thriving in deadline-driven environments.

Core Strengths

- Active listening skills
 - Sharp problem solver
 - Courteous demeanor
 - Adaptive team player
 - Inventory control familiarity
 - Seasoned in conflict resolution
 - Invoice processing
 - Opening/closing procedure
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Accomplishments

Customer Assistance

Worked with company systems as Live Support and diligently completed all assigned tasks, working overtime as needed.

Work with a brand new system called Okta, Salesforce, and inner security applications of the company.

Have huge experience in incidence investigations and investigations of attacks vectors on the computer systems.

Experience in creation:server-client for different protocols (TCP/UDP, FTP, SSH), also experience in use and configuration other internet protocols for switchers routers and firewalls.

Work experience

Technical Support Engineer L3 (Cybereason)- 2019-2020

- Responsibilities tied work with the clients in deployment, configuration, and resolving issues of EDR endpoints all over the world.
- Investigation newest hacker attack vectors, resolving issues with blacklisting of the threads.
- Deep investigation of the product issues with third-part applications and providing the right resolution for clients.
- Configuration network for the SoC team between three countries and different companies.
- Installation and configuration Security applications inside the inner network of the company.

Network Administrator and Web Developer (RoyalService)- 2008-2010

- The administrator of the company LAN network, responsible for the installation and configuration of new nodes of the network.
- Development web site of the company with all infrastructure.

Software Developer and researcher (Freelance)- 2014-2019

- Responsible for creating small scripts for the companies and independent developers in different levels of complexity.
- Server Logs investigation and network configuration, troubleshooting.

Technical support Help desk services (MTC)- 2005-2007

- Provided excellent customer service by assisting customers with their questions and concerns over products and handling customers' complaints.
- Operated as technical network support, resolving network collisions in cell phone and internet network between company and client.

- Responsible for resolving an issue on the first level.
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Education Background

CCNA -Network Administrator (460 hours), Essentials of Linux System Administration (LFS201) (100 hours), Guide to Linux Kernel Development (LFS103) (80 hours), Linux Security Fundamentals (LFS216) , Kubernetes Fundamentals (LFS258), Shell Scripting (bash), Shell Scripting Automated command-line tasks, Learn Python programming masterclass, KERNELiOS (CHCSS) Hands-on cybersecurity specialist. (480 hours), HackerU Cyber and Information security. (590 hours) , Kyiv Slavonic University - computer law, law, linguistics faculty.

PROGRAMMING LANGUAGES

C++\C, Python,PHP, HTML, JavaScript, WScript, Bash, Powershell SQL,XML DTD, JSON, Java, Node.js(React, Express) Assembly.

APPLICATIONS

Zabbix,Grafana(Prometheus),kibana,SalesForce,MongoDB,PhpMyAdmin,PGAdmin, Kubernetes, Docker, Wireshark (tcpdump), SIEM: (QRadar, Splunk), API monitor, OllyDbg.

Linux applications: aide, Fail2Ban, OSSEC, Different penetration testing applications.

CLOUD ENVIRONMENT EXPERIENCES:

AWS Amazon, GCP Google, Azure Microsoft