

PAVLO KUYAN

IT Infrastructure & Services Manager



CONTACTS

Linkedin



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ABOUT ME

IT professional with 15 years of experience managing infrastructure, services, and IT operations. Skilled in both hands-on systems administration and leading IT teams to deliver secure, scalable, and efficient environments. Core expertise includes Microsoft 365, Entra ID, Intune, Defender, and Atlassian Cloud (Jira, Confluence). Strong focus on support processes, MDM, asset inventory, access control, IT documentation, and security policies. Detail-oriented, process-driven, and committed to continuous improvement

EXPERTISE

Microsoft 365 Administration
Windows & Windows Server Management
Microsoft Entra ID (Azure AD)
Microsoft Intune (Endpoint Management)
Microsoft Defender for Endpoint
Azure Platform Operations
Service Desk & IT Support
IT Policy & Security Management
Atlassian Cloud Administration
IT Asset Management & Inventory

LANGUAGES

Russian



Ukrainian



English



EDUCATION

System Programming, MSc
Kyiv National Aviation University

EXPERIENCE

2021-present **ICONIC21**

IT Infrastructure & Services Manager

- ✦ Full-cycle IT infrastructure and endpoint management
- ✦ Microsoft 365, Entra ID, Intune & Defender administration
- ✦ Atlassian Cloud (Jira, Confluence) configuration & support
- ✦ IT policies, access control, asset inventory, documentation
- ✦ Service desk operations and user support processes

2015 - 2021 **Skywind Group**

IT Specialist

- ✦ Managing existing office IT infrastructure;
- ✦ MS Configuration Manager administrating;
- ✦ Corporate AntiMalware administrating - standalone McAfee EPO;
- ✦ Office 365 (Microsoft 365) administration.

2010 - 2015 **Win Interactive**

System Administrator

- ✦ Managing Helpdesk;
- ✦ Windows Server administrating.