



## Artem Lapikura

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### WORK EXPERIENCE

#### Technical support | L1, L2, L3

**PayAdmit** [ 19 Aug 2024 – 2 Nov 2024 ]

**City:** Kyiv | **Country:** Ukraine | **Website:** <https://payadmit.com> | **Name of unit or department:** Technical support  
**- Business or sector:** Financial and insurance activities

- Transaction monitoring
- Parsing and reading system logs
- Transaction troubleshooting
- Setup of the client's cloud POS, including:
  - Configuring terminals
  - Setting up PSP API connections
  - Configuring shops (virtual storefronts)
  - Managing credentials
  - Testing routes
  - Troubleshooting payment providers
- Configuring team's Jira
- Writing documentation
- Managing other payment configurations
- Managing client's user accounts, credentials and permissions

#### System Administrator | DevOps

**ONE** [ 12 Feb 2024 – Current ]

**City:** Kyiv | **Country:** Ukraine

- Controlling technical accounts
- Creating, modifying and removing user accounts
- Setting up VoIPs, emails (FastPanel)
- Credential and access management
- Automation, development software
- Troubleshooting and ticket resolution
- Configuration of LAMP + proxy servers

I have also created a full-blown control app that allowed creation and management of email and VoIP accounts, automated HLR checks and provided convenient interface for multiple administrative tasks that were time-consuming without it.

#### Senior Systems Engineer & Technical Account Manager

**SOS Tech Group** [ 11 Aug 2023 – 1 Feb 2024 ]

- Controlling technical accounts
- Creating, modifying and removing user accounts
- Setting up users and helping them
- Setting up cloud and local environments

- Configuring networks and domains
- Keeping documentation up to date
- Configuring Microsoft 365 products

## Technical support specialist | System administrator

**Office Research Center** [ 28 Jun 2021 – 13 Feb 2023 ]

City: Kyiv | Country: Ukraine

- Setting up and maintaining personnel hardware
- Resolving wide range of issues via ticket system
- Setting up and maintaining user accounts
- Maintaining VPN servers and setting up clients
- Optimising and automating processes
- Finding and testing new technologies such as
  - VPN
  - CRM
  - VoIP

## System administrator

**Gravity** [ 20 Feb 2023 – 30 Jun 2023 ]

City: Kyiv | Country: Ukraine | Website: <https://gravityspace.io/>

- Managing device inventory
- Servicing tech inventory
- Controlling IT services finances
- Optimizing IT expenses
- Setting up, editing and removing user accounts
- Maintaining Jira and Confluence
- Setting up multiple Jira projects

## PROJECTS

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[ Current ]

**Development of Android apps** Using Flutter, I've created several apps, with user experience and ease of use in mind.

I was working with designers and designing apps myself.

I've successfully uploaded my apps to the Google Play.

Links: <https://github.com/stars/Puzzak/lists/android-apps> | <https://play.google.com/store/apps/dev?id=8304874346039659820>

[ Current ]

**Website Development** I've created complex web app that has:

- My server dashboard
- Link shortener
- Air alert map
- One-time link generator
- Multiple APIs

My server is hosted on my own home server, which was configured by me to be secure and backed up so it can be restored back to itself.

Website was created using HTML, PHP, CSS, JS, AJAX and multiple other technologies.

My server does not allow indexation of my internal pages (like API reference) for the search engines using cloaking.

Link: <https://puzzak.page>

[ Current ]

**Telegram Bot's PHP framework** I am creating a framework for easy creation of bots for Telegram using the PHP programming language - its main advantage is speed and lightness, with ease of use.

Link: <https://github.com/Puzzak/Telegram-php-bot>

## EDUCATION AND TRAINING

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### Junior Bachelor in Software Engineering

*Kyiv Kollege of Communications* [ 31 Aug 2017 – 6 Jul 2021 ]

Address: Leontovicha street, 11, 01030 Kyiv (Ukraine) | Website: <https://kkz.net.ua>

### Bachelor in Software Engineering

*State University of Telecommunications* [ 31 Aug 2021 – 1 Jan 2023 ]

Address: Solomianska str., 7, 03110 Kyiv (Ukraine) | Website: <https://dut.edu.ua/>

### Introduction to IoT

*Cisco Networking Academy* [ 28 Jan 2021 ]

Website: <https://www.netacad.com/courses/iot/introduction-iot> | Field(s) of study: Information and Communication Technologies

Link: [https://github.com/Puzzak/CV/blob/main/Puzzak - Certificate - Cisco - IoT\\_Introduction.pdf](https://github.com/Puzzak/CV/blob/main/Puzzak - Certificate - Cisco - IoT_Introduction.pdf)

### Introduction to Cybersecurity

*Cisco Networking Academy* [ 3 Mar 2021 ]

Website: <https://www.netacad.com/courses/cybersecurity/introduction-cybersecurity> | Field(s) of study: Information and Communication Technologies

Link: <https://github.com/Puzzak/CV/blob/main/Puzzak - Certificate - Cisco - Introduction to Cybersecurity.pdf>

### NDG Linux Unhatched

*Cisco Networking Academy in collaboration with NDG* [ 28 Mar 2020 ]

Website: <https://www.netacad.com/courses/os-it/ndg-linux-unhatched> | Field(s) of study: Information and Communication Technologies | Final grade: A+

Link: <https://github.com/Puzzak/CV/blob/main/Puzzak - Certificate - Cisco - NDG Linux Unhatched.pdf>

## VOLUNTEERING

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[ 3 Aug 2023 – 6 Aug 2023 ] Kyiv

### Games Gathering Conference

[ 30 Jun 2021 – 4 Jul 2021 ] Odesa

### Games Gathering Conference

[ 30 Nov 2021 – 5 Dec 2021 ] Kyiv

### Games Gathering Conference

[ 4 Jul 2020 – 5 Jul 2020 ] Odesa

### Games Gathering Conference

[ 5 Dec 2019 – 8 Dec 2019 ] Kyiv

### Games Gathering Conference

Link: <https://github.com/Puzzak/CV/blob/main/Puzzak - Letter - GGC - Gratitude.pdf>

## Crypto Games Conference

Link: <https://github.com/Puzzak/CV/blob/main/Puzzak - Letter - CGC - Recommendation.pdf>

## RECOMMENDATIONS

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**Name: Artem Lapikura** | Volunteer

Acknowledgments for effective work, quick response and great interest in video games at the Games Gathering 2019 conference

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**Name: Artem Lapikura** | Volunteer

Letter of recommendation, where documented that I was a volunteer at the international Crypto Games Conference from October 10 to 11, 2019.

My duties as a volunteer were to control the observance of order and cleanliness in my area, help visitors, to communicate with volunteers and with the crew of the conference.

During the conference, I proved myself to be a punctual, conscientious, professional employee and leader of the volunteer team.

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## PUBLICATIONS

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[2019]

**IoT solution for monitoring everything, using Telegram.** In this day and age, there are so many surveillance systems out there in the market that can help you track your environment no matter where you are. Their main problem, however, is usually the price. After all, equipments that have functions such as Internet access, making calls and tracking various parameters of the surroundings are very complicated.

But what if someone tells that even a student can create such a system and make it work? Surely many would find it a joke. But in this article I showed that it is much easier than you think it is.

## LANGUAGE SKILLS

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**Mother tongue(s):** Ukrainian

**Other language(s):**

**English**

**LISTENING B2 READING B2 WRITING B2**

**SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2**

**Russian**

**LISTENING C2 READING C2 WRITING C2**

**SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2**

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## ORGANISATIONAL SKILLS

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**Head of volunteers team** At the first conference (CryptoGames) I attended, the organizers named me as the head of the volunteer team, despite the fact that I went there as an ordinary volunteer.

## COMMUNICATION AND INTERPERSONAL SKILLS

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**Unity is power** I always liked and managed to find a common language with people, despite the fact that I study a technical profile, I am comprehensively developed, I find a common language with most of the interlocutors. I do not believe that one person can achieve anything and therefore I always strive for teamwork - this is the only way I can realize myself and help others with self-realization.

I am a team player, and letters of recommendation from conferences confirm this. I love helping people)

## HOBBIES AND INTERESTS

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**IT Stuff** Whether I work as tech support or study in my university, I always am interested in development, information technologies, software and hardware solutions. Working in this industry is just another instance of hobby growing into the job.

**Free time** In my free time, when I am not with friends or family, I usually am creating apps, learning new things, exploring APIs and writing apps.

I also am melomaniac, always listening to music, geek building my own battlestation PC, proud owner of a library at home and perfectionist trying to ensure that quality is always first.