DENIS POPESKO

Senior Technical Services Engineer

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+ ABOUT ME

As a fervent professional dedicated to perpetual learning and advancement, I bring a robust enthusiasm for growth to the table. My background as a seasoned Senior Services Engineer is marked by a deep-seated expertise in Linux, VMs, Docker, ELK, and a variety of cloud services. My skill set is further enhanced by a strong foundation in network security and a proven track record in customer relationship management.

At the heart of my approach lies a customer-centric philosophy, through which I offer unparalleled support, lead informative knowledge sessions, and make valuable contributions to MSSP documentation. I am adept at executing proof of concepts (POCs) and adeptly navigating customers through every phase of the trial process.

I am unwavering in my commitment to continuous learning and pride myself on achieving successful outcomes for clients across the globe. I am eager to connect and explore potential opportunities where we can drive success together.

+ SKILLS

- Installation & Integration
- Linux Administration
- Customer Relationship Management
- Troubleshooting (Problem Solving)
- Support Engineering
- Network Security
- Virtual Private Networks (VPN)
- MySQL
- Docker (Software)
- Team Management
- Content Editor
- Cloud Vendors (AWS/GCP/Azure)
- SMTP (Simple Mail Transfer Protocol)
- Diagnostic Tools

+ LANGUAGES

- Hebrew
- Russian
- English

+ DRIVING LICENSE

Driving license category
B

+ LINKS

Linkedin
https://www.linkedin.com/in/denis-popesko-240450ab

+ WORK EXPERIENCE

Perimeter 81/Check Point   FEB 2022 - JAN 2024
Tel Aviv
SENIOR TECHNICAL SERVICES ENGINEER

- Delivered expert-level technical support for VPN solutions, excelling in rapid issue resolution to optimize customer satisfaction.
- Spearheaded seamless product implementations across major cloud services including AWS, Azure, and GCP, showcasing versatility in deployment environments.
- Demonstrated mastery in deploying and troubleshooting on Linux, Windows, and Docker platforms, ensuring high efficiency and reliability.
- Resolved VPN issues
- Employed advanced network diagnostic tools such as WireShark to unravel and rectify intricate network challenges.
- Authored comprehensive documentation to facilitate smooth integration for partners, reinforcing product reliability and user experience.
- Mentored Tier 1 support engineers, elevating their technical acumen and bolstering the overall quality of customer service.

Empow   MAR 2020 - FEB 2022
Ramat Gan
SUPPORT ENGINEER T1-T2

- Spearheaded optimization of Docker environments across 10+ enterprise projects, achieving reduction in runtime errors and boosting deployment efficiency.
- Expertly implemented and managed ELK stacks, enhancing real-time data logging and analysis to accelerate issue resolution and system monitoring for client infrastructures.
- Collaborated with external service providers to integrate bespoke solutions, delivering a 15% enhancement in project delivery times and elevating customer satisfaction.

Cybonet/PineApp   MAR 2016 - FEB 2020
Haifa
CLOUD PRODUCT MANAGER & SUPPORT ENGINEER T2

- Managed and fortified Linux server environments for over 50 clients, significantly boosting system dependability and throughput.
- Developed foundational proficiency in MySQL, laying the groundwork for advanced database management skills.
- Spearheaded the deployment of virtual systems for over 100 clients, achieving reduction in system downtime and enhancing operational efficiency.
- Leveraged networking and SMTP knowledge to refine email delivery mechanisms, slashing bounce rates by 40% and elevating client communication effectiveness.

013 Netivison (Cellcom   MAR 2012 - JAN 2013
TECHNICAL SUPPORT T1 & VOIP

- Delivered expert Internet Support for Private Customers, ensuring high customer satisfaction and swift issue resolution.
- Excelled as a Senior Representative, providing specialized support for VoIP home phone services.

IDF   DEC 2008 - DEC 2011
ASSISTANT DIVISION COMMANDER

- Expert in Office suite, streamlining document management and administrative processes.
- Skilled in handling extensive duty-related documentation, ensuring systematic organization and easy retrieval.
- Experienced in human resources functions, from coordinating with external entities to conducting interviews and report creation.
- Managed logistics for two warehouses, overseeing inventory control, procurement, and systematic storage.
- Directed duty roster and operational scheduling for a workforce exceeding 1000 military personnel.

+ EDUCATION

Matriculation Externally Achievement School   2011
FLASH COURSE, IN MILITARY SERVICE