

Serhii Rachuk
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Professional Profile

Adept at troubleshooting hardware, software, networks, and operating systems Windows, macOS, other UNIX systems. Strong communication, time management, and problem-solving skills. Eager to learn new technologies, being this one of my biggest motivations.

Areas of Expertise

IT Support and Troubleshooting
Consultancy
Network Engineering
IT Governance and Compliance
Cybersecurity

System Administration
Enterprise Resource Planning (ERP)
Virtualization and Cloud Technologies
Cloud Computing
Software Development & Programming

Core Skills

Virtualization (VMware, Hyper-V, Proxmox)
PL (Python, PHP, JS, MySQL, Dart)
GIT, Docker
Windows, Linux, UNIX, macOS administration
Trello, Scrum, Agile, Ticket system

AMD, Intel gen 1 - 10, MTK, Snapdragon
Server Administration (Windows, Unix, Jamf)
Backup and Disaster Recovery
Office IT infrastructure support
Troubleshooting of End-User Devices
ITIL Process Management

Professional Experience

Helpdesk Engineer, GR8 Tech, Ukraine — 2021 to 2023 <https://gr8.tech/>

Provided Level 1/2 technical support for 1500+ iOS and 2500+ Windows devices and office IT infrastructure support. Achieved top problem solver ranking for 2022.

Junior Systems Administrator, Softer, Ukraine — 2020 to 2021

IT Support and Troubleshooting, Preparation new Offices for personal

Digital specialist

Heinemann Duty-Free, Ukraine – 2019 to 2020 <https://www.heinemann-shop.com/>

Was a mediator between business needs and project functionality. Helped develop website, iOS and Android apps for duty-free pre-orders system. Managed product updates, monitored and fixed bugs. Generated reports, managed platform advertising.

NOC engineer 2nd line service tech. Support 2013 - 2019 <https://homenet.ua/>

Education

2024 UCL School of Management (London)

2013 - 2024 continuous self education

2012 - 2013 programming courses (Vinnytsia Financial University)

2012 - 2013 Master's Degree in Finance and Credit (Vinnytsia Financial University)

2008 - 2012 Bachelor's degree in Finance and Credit (Vinnytsia Financial University)

Languages: Ukrainian, Russian