Denis Tolochko

Sr. Technical Support Analyst

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Santa Clarita, California, 91355, United States

Experienced IT Specialist with 15+ years in infrastructure, cloud, security, and automation. Delivers reliable, scalable systems through Python-driven tools, cross-regional collaboration, and strategic transitions. Focused on secure architecture, operational excellence, and aligning technology with business goals.

## Work Experience

**Sr. Technical Support Analyst** Oct 2024 - Jul 2025

*Moody's Corporation | Los Angeles County, California, United States*

As the sole IT representative from Praedicat, I was fully embedded within Moody’s global IT organization during the company’s acquisition, taking full ownership of the technical transition of all Praedicat infrastructure and services. While closely collaborating with Moody’s cloud, infrastructure, security, and compliance teams, my responsibilities focused entirely on managing, migrating, and retiring Praedicat’s IT assets.
The core phase of the transition involved a complete data migration initiative, successfully transferring large volumes of operational and business-critical data from all key systems into Moody’s enterprise-managed environments. I coordinated the end-to-end process, including planning, execution, validation, and post-migration readiness — ensuring the integrity of all transferred data and maintaining business continuity throughout.
Following the data migration, I led the systematic decommissioning of all remaining infrastructure, including physical and virtual servers, internal services, technical accounts, and support tools. I managed each step of the shutdown and retirement process in compliance with corporate standards, with zero disruption to ongoing operations.
Key contributions:
Led the full migration of infrastructure and data assets from legacy systems to Moody’s environments
Verified data integrity and ensured readiness for infrastructure retirement
Executed decommissioning of systems and services with complete alignment to compliance and security protocols
Served as the single point of contact for all Praedicat-related technical matters during the transition
Collaborated with global IT teams to ensure a smooth, secure, and audit-ready handoff
This role showcased my ability to lead independently in complex, high-stakes environments and deepened my expertise in enterprise transitions, data and infrastructure lifecycle management, and secure system decommissioning.

**Sr. System Administrator / IT Engineer** Nov 2018 - Oct 2024

*Praedicat, Inc. | Greater Los Angeles Area*

As the sole in-house IT administrator at Praedicat, I was fully responsible for managing and maintaining the company's IT infrastructure across multiple locations. My role combined hands-on technical support with long-term infrastructure planning, ensuring system reliability, security, and scalability for a growing organization.
I led the procurement, deployment, and lifecycle management of hardware, including desktops, laptops, servers, and network equipment. I managed inventory, vendor coordination, and internal asset tracking while supporting all staff with technical troubleshooting and end-user support across macOS, Windows, and Linux systems.
Collaborated with cross-functional teams to enhance Business Continuity Planning processes, resulting in improved incident response and resolution times
Provided technical support and guidance on cybersecurity best practices to internal stakeholders, ensuring secure operations and compliance
I maintained the company's internal network, file sharing, backup systems, remote access, and account provisioning, while also documenting system configurations, network topology, and shared resources. This documentation supported business continuity, onboarding, and security audits.
Security and operational efficiency were priorities. I implemented best practices in access control, system patching, endpoint protection, and secure backups. I regularly reviewed systems to identify risks and worked proactively to reduce vulnerabilities. I also used Python scripting to automate tasks, streamline reporting, and eliminate repetitive manual work.
Key contributions:
Independently managed all IT operations for a cloud-integrated startup environment
Procured and supported all end-user and infrastructure hardware
Resolved internal support issues across teams with minimal downtime
Maintained detailed documentation of IT systems and processes
Developed automation scripts to increase efficiency and reliability
This role established my expertise in technical operations, infrastructure support, system security, and cross-functional collaboration all of which I carried into the Moody’s acquisition project.

**IT Engineer** Jun 2017 - Jun 2018

*T3Leads | Encino, California*

**System Administrator** May 2012 - Jun 2017

*T3Leads | Greater Los Angeles Area*

T3Leads is the world’s premier online lead generation firm and affiliate network. T3Leads’ expertise is in providing quality payday loan leads, as the go-to pay-per-lead affiliate network for the financial sector. With over 10,000 active affiliates, T3Leads currently operates in the US, UK, Canada, and Australia.
As a Senior Systems Administrator & Network Security Administrator at T3Leads, my responsibilities include: Network Security
• Ensuring system security, spearheading security audits, and working with the Hi Level White Hackers team for penetration testing
• Utilizing security tools to monitor the networks and reporting and responding immediately to security or usability issues and incidents
• Writing custom monitoring plugins to ensure system security
• Coordinating and installing patches and releases on web applications and development, pre production, and production systems
• Diagnosing and resolving network connectivity interruptions, including malware infections, faulty hardware, and configuration issues
• Implementing functional backup plans and disaster recovery plans
• Scheduling, creating, and verifying backups on a regular and ad hoc basis
• Deploying backup, antivirus, monitoring, blade logic, and asset management agents as servers are added into the network
• Hands on experience with computer forensics, penetration and vulnerability testing tools, and conducting internal audits, vulnerability scanning, firewall, penetration testing
• Install, diagnose, repair, and upgrade all hardware, applications and equipment, including regulation of any software incidents

**Software Engineer** Oct 2011 - May 2012

*T3Leads | Greater Los Angeles Area*

T3Leads, the leading provider of online lead generation and affiliate network services, specializes in delivering top-notch payday loan leads to the financial industry. With a thriving network of over 10,000 active affiliates, the company operates globally, serving clients in the US, UK, Canada, and Australia.
As a PHP Developer at T3Leads, I was responsible for using a variety of technologies to create websites and web applications, and developing user-friendly front- and back-end interfaces using HTML, PHP, CSS, and JavaScript. I was able to work independently with minimal supervision, maintaining a close working relationship with the Executive team.
I demonstrated a high level of technical skill, as well as strong interpersonal abilities, allowing me to effectively manage multiple tasks in a fast-paced, dynamic environment.

## Projects

**Secure Cloud Infrastructure for Development & Testing** Present

Designed and deployed AWS environments to support internal development workflows and SDLC pipelines. Set up secure VPCs, subnets, routing, LightSail and EC2 instances with IAM roles and granular permissions. Focused on least-privilege principles, proper use of security groups, and automated infrastructure testing. Emphasized reusable patterns and cost-effective design.

## Core Skills

Information Security, Technical Support, Amazon VPC, Amazon EC2, Identity and Access Management (IAM), Cloud Infrastructure, Software Development Life Cycle (SDLC), Cloud-Native Architecture, IT Cost Optimization, Cloud Security, AWS Command Line Interface (CLI), Amazon CloudWatch, AWS LightSail, IT Infrastructure Operations, Data Center Management, System Administration, Documentation, Communication, Computer Hardware Troubleshooting, Network Troubleshooting

## Education

**QA at Silicon Valley California** Oct 2021 - Present

**QA Automation Engineer** QA Engineer

**Pluralsight** Nov 2018 - Present

**Everyweek Student** Information Technology

**Tomsk State University** Jan 2000 - Jan 2006

**Lawyer** Civil Law

**Yurga technical college of engineering and information technology** Sep 1996 - Jul 1999

**Technologist of Mechanical Engineering** Programming for CNC machines

## Languages

English (FULL\_PROFESSIONAL), German (LIMITED\_WORKING), Russian (NATIVE\_OR\_BILINGUAL)

## Certificates

**CISSP Boot Camp**

InfoSec Institute

[**Learning Flask**](https://www.linkedin.com/learning/certificates/5108a3f1b2b1ff06dde7a646f6156760b5e94ab8d86a8f343c531f440fe1cad3?trk=backfilled_certificate)

LinkedIn

[**Deploying and Configuring Core TCP/IP Services**](https://www.linkedin.com/learning/certificates/420128d50da03979d5be4886b45a2d886aa324e020c4aa38b41e2717606e5797?trk=backfilled_certificate)

LinkedIn

[**AWS Certified Cloud Practitioner**](https://www.youracclaim.com/badges/c38aba7d-da48-4eab-bfe5-26abdc6cde56?source=linked_in_profile) Jun 2022

Amazon Web Services (AWS)

**Microsoft Licensing Solutions Specialist Lite** Aug 2020

Microsoft

## Publications

[**The use of GPG to life. First steps.**](https://defcon.ru/cryptography/689/) Jan 2015

DefconRU