Denis Tolochko

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**Professional Profile**

Senior IT Systems Engineer with a strong background managing hybrid environments across macOS, Windows, Linux, iOS, and Android. Led MDM strategy, secured workflows, and improved user experience in both startup and enterprise settings. Skilled in scripting (Python, Bash), automation, and lifecycle management on AWS and Azure.

Oversaw all IT operations at Praedicat, a fast-paced InsurTech startup, supporting C-level, engineering, and client teams. Streamlined workflows, mentored colleagues, and ensured secure, reliable endpoint management. Known for strong communication and the ability to troubleshoot issues efficiently.

After Praedicat’s acquisition, led the full IT integration into a global enterprise. Executed system migrations, endpoint transitions, decommissioning, and audit compliance, ensuring a seamless and secure handoff across departments. Partnered closely with global IT, security, and compliance teams—balancing support and security with clear, consistent communication.

Holds a master’s-equivalent law degree from Tomsk State University and has built a career in infrastructure, technical support, and platform engineering.

**Key Contributions & Strategic Impact**

* **Acted as the primary technical lead during Praedicat’s enterprise acquisition**, supervising all integration activities with Moody’s and ensuring alignment across departments.
* **Supported 100% of the company’s users and systems as the sole IT lead** in a high-growth startup environment, managing infrastructure, security, cloud services, and compliance.
* **Mentored junior team members and cross-functional colleagues**, providing onboarding guidance, process documentation, and best practices for IT operations and user support.
* **Improved internal support efficiency by automating repetitive workflows**, implementing self-service tools, and standardizing endpoint configurations.
* **Delivered IT services and infrastructure in a fast-paced startup environment**, supporting executive leadership, engineers, and client-facing teams under minimal oversight.
* **Recognized for leadership in high-pressure transitions**, balancing security and usability while maintaining operational reliability throughout platform migrations and system decommissioning.
* **Led the coordination of multi-vendor projects, office infrastructure deployments, and security compliance activities**, in collaboration with stakeholders from HR, Security, Engineering, and Finance (financial system).

**Technical Skills**

* **Operating Systems:** Windows 10/11, Windows Server, macOS, Linux (Ubuntu, Debian, CentOS)
* **Endpoint & Mobile Management:** Microsoft Intune, iOS/Android (Verizon/BT), device lifecycle
* **Scripting & Automation:** Python, Bash, PowerShell for endpoint config, provisioning, monitoring
* **CI/CD & Orchestration:** GitHub Actions, Jenkins, Ansible for workflows and platform
* **Version Control:** Git (CLI/GitHub), SVN (legacy systems)
* **Cloud Platforms:** AWS (EC2, S3, IAM), Azure (VMs, AD Sync, Intune integration)
* **Containers:** Docker for internal tools, test environments, and packaging workflows
* **Infrastructure & Security:** DNS, DHCP, VPN (SonicWall, FortiNet), access controls, endpoint hardening, technical support.
* **Web & Middleware:** Nginx, Apache for internal dashboards and provisioning tools
* **Monitoring & Logging:** Prometheus, Grafana (lab use); audit trail familiarity
* **Databases:** Basic experience with SQL Server, PostgreSQL, MySQL for support tooling

**Professional Experience**

Moody’s Corporation, Culver City, CA 10/2024 – 07/2025

**Sr. Technical Support Analyst**

* Appointed as the sole technical representative from Praedicat to lead the IT integration into Moody’s enterprise infrastructure following acquisition.
* Successfully coordinated cross-departmental migrations of systems, SaaS services, accounts, endpoints, and IT assets — with positive feedback from both Moody’s and internal Praedicat stakeholders.
* Managed secure transfer and decommissioning of all legacy infrastructure (servers, virtual machines, identity systems, and internal tools) in compliance with Moody’s global standards.
* Served as the single point of contact for all IT integration efforts, addressing requests from cloud, infrastructure, security, audit, and compliance teams across multiple time zones.
* Ensured zero operational downtime during system transitions; confirmed completion of all deliverables with relevant departments across the organization.
* Concluded role upon completion of project and successful full integration of Praedicat’s systems, services, and personnel into Moody’s enterprise environment.

Praedicat, Inc, Culver City, CA 11/2018 – 10/2024

**Sr. Systems Administrator & IT Engineer**

* Served as the sole senior IT professional at an InsureTech startup, overseeing all aspects of IT systems, including infrastructure, cloud services, endpoint security, and user operations in a distributed hybrid environment.
* Provided hands-on technical support and helpdesk services to executive leadership, engineers, and client-facing teams, ensuring secure and reliable access to SaaS platforms.
* Led project management efforts for infrastructure upgrades and capacity planning, including onboarding/offboarding workflows, access management, and compliance-driven automation.
* Managed macOS, Windows, iOS, and Android devices; coordinated OS patches, application deployments, and asset lifecycles across diverse environments.
* Maintained Microsoft 365, Jira, and Confluence platforms, while handling account provisioning and identity management system (IMS) policies.
* Collaborated with engineering on release pipelines and remediation tasks, contributing to stability during crisis management scenarios and scheduled audits.
* Directed the full decommissioning of on-prem infrastructure, aligning modernization initiatives with long-term platform resilience and security standards.

T3Leads, Encino, CA 10/2011 – 06/2018

**Software Engineer → Systems Administrator → IT Engineer**

* Progressively promoted across software development, systems administration, and IT engineering roles supporting a global lead generation platform.
* Built and maintained front-end and back-end features using PHP, HTML, JavaScript, and MySQL.
* Administered infrastructure across Windows, Linux, and virtualization platforms (Hyper-V, ESXi); managed system patching, backups, and endpoint security.
* Led internal security audits, worked with penetration testers, and deployed tools for antivirus, asset tracking, and performance monitoring.
* Delivered office-wide IT infrastructure for a corporate relocation, including network architecture, access control, and user provisioning.
* Developed scripts and dashboards to improve helpdesk efficiency, automate routine tasks, and reduce manual support workload.

**Education**

**QA Automation Engineering Certificate** Silicon Valley / San Francisco, CA, 2019  
 *Focused on test tools, scripting, and software QA practices in modern IT environments.*

**Technologist of Mechanical Engineering Programming (CNC Systems)** Yurga Technical College of Engineering and IT, Yurga, Russia, 1999  
 *Graduated with emphasis on programming, process, and applied technology.*

**LL.B., Civil Law (Non-IT Degree)** Tomsk State University, Tomsk, Russia, 2006  
 *Background in legal analysis and systems thinking; completed prior to IT specialization.*