Denis Tolochko

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**Professional Profile**

**Senior IT & Client Platform Engineer** (targeting *Senior Client Platform Engineer* roles) with 15+ years of experience supporting complex hybrid environments across macOS, Windows, Linux, iOS, and Android endpoint management. Proven ability to lead MDM and endpoint strategies, implement secure workflows, and optimize user experiences in both startup and enterprise settings. Skilled in scripting (Python, Bash), infrastructure automation, and system lifecycle management across AWS and Azure platforms.

Oversaw all IT operations at Praedicat, a high-growth insurtech startup, serving as the sole technical lead for C-level executives, engineers, and client teams. Streamlined workflows through automation, provided mentorship across departments, and ensured secure, reliable endpoint management company-wide.

Post-acquisition by a global enterprise, I served as the sole technical lead from Praedicat, directly executing the full IT integration effort — from systems migration and endpoint transitions to infrastructure decommissioning and audit alignment. My work enabled a smooth, secure, and fully confirmed handoff across all departments. Known for balancing frictionless support with hardened security, I collaborated closely with global IT, security, and compliance teams to ensure enterprise readiness.

I hold a master's-equivalent degree in Law from Tomsk State University, and have since built a technical career in IT, infrastructure, and platform engineering roles — delivering results at both startup and enterprise scale.

**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:** 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
* **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 insurtech startup, managing infrastructure, cloud services, endpoint security, and user operations across a distributed hybrid environment.
* Supported executive leadership, client success teams, and software engineers using SaaS platforms, ensuring secure, uninterrupted access and platform reliability.
* Administered Microsoft 365, Jira, and Confluence environments; managed account provisioning, identity controls, and policy configurations.
* Led system patching, endpoint provisioning (Windows/macOS/iOS/Android), and mobile device deployment to meet compliance and productivity goals.
* Coordinated directly with engineering on environment patching, release deployments, and asset lifecycle automation.
* Executed internal audits, managed hardware/software upgrades, and responded to security assessments with technical documentation and remediation.
* Oversaw full decommissioning of on-prem infrastructure and services during corporate modernization initiatives.

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.*