Denis Tolochko

Sr. Technical Support Analyst

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Valencia, California, 91355, United States

Experienced IT professional delivering secure, scalable solutions for mid-sized businesses. Skilled in InfoSec, SDLC, and QA, I optimize infrastructure, support digital transformation, and align systems with operational goals to enhance reliability, security, and business efficiency.

## Work Experience

**Sr. Technical Support Analyst** Nov 2018 - Jul 2025

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

Technical Support Excellence: Provided advanced technical support, troubleshooting, and problem resolution for internal clients, ensuring minimal downtime and high user satisfaction.
Acquisition Support: Played a key role in the successful acquisition of Praedicat by Moody’s by supporting IT infrastructure integration, resolving compatibility issues, and ensuring a smooth transition for systems and users.
Cross-Team Collaboration: Coordinated with cross-functional teams and vendors to address complex issues, streamline workflows, and align IT processes with organizational goals.
Proactive Problem-Solving: Identified potential system enhancements and implemented preventative measures, improving operational efficiency and reducing recurring issues.
Global IT Initiatives: Participated in global IT projects, contributing to the standardization and optimization of support processes across teams.

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

*Praedicat, Inc. | Greater Los Angeles Area*

As a System Administrator, I am responsible for the effective management and maintenance of the company's computer systems. My duties include procurement and testing of hardware, troubleshooting technical issues, inventory management, and documentation of network and resources.
I ensure the security of the company's computer system and network through proactive planning and execution of upgrades, repairs, and optimization measures. I also plan for potential outages and effectively resolve any issues that may affect the network's performance. Additionally, I ensure the seamless operation of email and data storage functions.
As an IT Operations professional, I provide comprehensive IT support to all departments within the company. My responsibilities include managing the IT infrastructure, data resources, servers, and system applications. I strive to keep the IT infrastructure running smoothly and efficiently to support the company's goals and objectives.

**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.

## Core Skills

IT Infrastructure Operations, Data Center Management, System Administration, Documentation, Communication, Computer Hardware Troubleshooting, Network Troubleshooting, Remote User Support, Cloud Administration, Cybersecurity, Microsoft Azure, DNS Administration, Domain Controller, Python (Programming Language), Linux, PHP, Python, JavaScript, Bash, ESXi, AWS, Active Directory

## Education

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

**QA Automation Engineer** QA Engineer

**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

[**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