TALGAT BARATOV

Software Developer

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SUMMARY

Highly experienced and tech-savvy software developer and systems expert with over 20 years of expertise in systems administration, technical support, and software development. Trained in designing, developing, and implementing robust and secure software solutions. Possesses a deep understanding of cryptography and cyber security, with a university thesis on cryptographic algorithms. Skilled in leveraging technical expertise to drive innovation, improve efficiency, and ensure system integrity. Adept at collaborating with cross-functional teams, mentoring junior specialists, and delivering high-quality solutions that meet business needs. Proficient in a range of programming languages and server systems. Committed to staying up-to-date with industry trends, best practices, and emerging technologies.

Check my IBM Full Stack Software Developer certificate at: https://www.credly.com/users/talgat-baratov.

KEY SKILLS

Technical Skills:

Programming Languages | Systems Administration | Technical Support | Cryptography | Cyber Security | Cloud Computing | Data Structures | Algorithms | Database Management | Network Security | Web Development

Soft Skills:

Team Collaboration | Leadership | Mentoring | Communication | Problem-Solving | Time Management | Adaptability | Analytical Thinking

Industry Skills:

Agile Development | IT Service Management | System Integration | Security Protocols | Compliance Management | Technical Writing | Version Control

Technical Skills Details:

C/C++ | Visual Basic | JavaScript (React.js, Node.js) | Python (Flask, Django) | Relational databases (Oracle, Access) | Docker/Kubernetes | GitHub | HTML/CSS |
Windows Server (Active Directory, Domains, Permissions, PowerShell/Bash scripting) | Linux (SuSE, CentOS) | Cloud (Azure, IBM Cloud) | MS Exchange & Outlook | TCP/IP | LAN | Wi-Fi | Archiving/Backup/Recovery | Virtualization (Hyper-V / VMware / VirtualBox) | Remote Services | Networks | Antimalware | Remote Support | Ticketing Systems

PROFESSIONAL EXPERIENCE

Software Developer and IT Administrator (*Remote*), NAS-A Real Estate Agency   2022 – Present

- Maintain and administer a real estate web-site for a local and a foreign market
- Collect user data and analyze business logic for developing a real estate web site for foreign clients
- Develop a web site based on React, Node and a database for storing property data
- Carry out remote IT infrastructure administration including user access management
- Create detailed documentation of application configurations, IT work flow, procurement procedures
- Investigate and deploy user applications for raising productivity of office work

Systems Administrator II, MDA Geospatial Services, Ottawa ON   2017 – 2021

- Administered and configured Windows Server 2012/2016 and Linux servers running SuSE and CentOS operating systems.
- Tested software remotely and onsite for server sets to maintain operational readiness.
- Delivered Tier 2 and Tier 3 support for problem identification, diagnosis and issue resolution.
- Managed data operations on DELL Unity, VNX, and COMMVAULT systems, as well as IBM Tape Library infrastructure.
- Maintained detailed documentation of network configurations, protocols, and procedures for efficient troubleshooting and information sharing among colleagues.

IT Instructor, Willis College, Ottawa ON   2015 – 2017

- Successfully conducted IT courses: CompTIA A+/Network+/Linux+, Windows Server 2012 R2 (20410D, 20411D), Azure.
- Enhanced IT proficiency among students by incorporating hands-on activities and real-world examples into lessons.
- Conducted regular evaluations of course materials, making necessary updates based on emerging technologies or changing industry needs.
- Enhanced students' comprehension of the study material by over 50%.
- Provided personalized instruction to students struggling with specific IT concepts, leading to improved understanding and academic performance.
- Stayed current on industry trends and advancements, ensuring the relevance of course content and preparing students for future careers in technology.

Network Engineer, TUC Managed IT Solutions, Ottawa ON   2015

- Successfully addressed issues related to Windows Server such as Active Directory, Domains, and Permissions, as well as MS Exchange, spam filters, remote access including RDS/Terminal Services and VPN, ESXi/VMWare virtual servers, data backup/recovery, LAN/Wi-Fi networks.
- Reduced downtime with proactive monitoring of network devices and rapid troubleshooting.
- Delivered Level 2 remote network/server support tailored for small and medium-sized enterprises.
- Boosted system availability by conducting regular maintenance tasks, including firmware updates and hardware replacements.
- Documented problem-solving processes and engaged with clients through the ConnectWise ticketing system.

Support Analyst, ITCI Invictus Technologies (formerly Frontline Technologies), Toronto ON   2012 – 2013

- Successfully addressed computer issues, Windows OS problems, application troubleshooting, virus/malware removal, data recovery, printer/scanner/fax machine support, remote access solutions, Outlook support, Active Directory configurations, TCP/IP protocols, LAN/Wi-Fi networks, and Handheld/BYOD device support.
- Implemented process improvements that resulted in reduced ticket resolution times and increased first-call resolution rates.
- Met performance metrics for factors such as call volume thresholds and call time guidelines, producing exceptional customer feedback.
- Recorded intricate technical challenges and their corresponding resolutions meticulously within the Kayako ticketing system.
- Contributed towards a culture of continuous improvement within the organization by actively participating in quality assurance activities.

OTHER EXPERIENCES

Technical Support Representative, CampBrain / BrainRunner Inc., Toronto ON   2011

Technical Support Assistant, Polycultural Immigrant and Community Services, Toronto ON   2009 – 2010

IT Specialist, German-Kazakh University, Almaty Kazakhstan   2007 – 2008

Math and IT instructor, Cambridge High School, Almaty Kazakhstan   2001 – 2005

EDUCATION

Systems Administrator IT Security Professional Diploma, Willis College, Ottawa ON – 2015

Masters of Arts Degree in Mathematics, Almaty State University, Almaty Kazakhstan – 2001

Bachelor of Arts Degree in Computer Science (Hons.) / Almaty State Univ., Almaty Kazakhstan - 1999

CERTIFICATES

Full-stack Software Developer Online certification / IBM Skills Network - Ongoing

A+ Certification / CompTIA – 2011

ACHIEVEMENTS

- Recognition of a high standard of teaching
- Establishment of mutually trusted relationships with clients
- Effective implementation of IT infrastructure at DND Canada

LANGUAGE

English - Fluent | Russian - Fluent | Turkish - Basic | Kazakh - Intermediate

INTERESTS

- Fixing computers for free to friends
- Community volunteering

REFERENCES

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