

Maksim Reshetniak

Security Technical Support Engineer

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[Linkedin](#)

Citizenship: Isralien

Customer-driven technical specialist with a focus on network monitoring, development of new technical standards, and delivering efficient end-user training. Extensive background in product implementation, process management and interdepartmental collaboration.

Work experience :

InfoWatch ARMA, LLC Moscow, Russia
Security Technical Support Engineer

Jun. 2020 — Nov. 2022

- Implemented 20+ software acceptance tests for efficient debugging and software performance increase up to 89%
- Implemented 15+ demo projects for large-scale clients with further cybersecurity software purchases and \$6 million in revenue
- Implemented security systems for 10+ customers, which increased their protection from cyber threats by 78%.3x increase of the Customer Satisfaction Index
- Developed a product training course with further 1.5x increase of conversion
- Increased the efficiency of support team by 25% with the training course
- Developed and implemented a knowledge base on the company's products. This reduced the average first response time by 50% and first contact resolution rate by 75%
- Product integration, implementation, support, and update
- Development of technical processes and standards
- Full-cycle management, analysis, and engineering of beta and alpha projects
- Working with development and analytics team to translate customer needs and develop a CJM
- Conducting product testing

BITK, JSC Moscow, Russia
Engineer

Jan. 2014 — May. 2020

- Implementation of information security tools in the customer's infrastructure.
- Conducting 50+ security audits of the customer's infrastructure.
- Interaction with developers of information security tools for troubleshooting.

Skills:

- Linux • Windows • Virtualization tools (Microsoft/Vmware) • IDS/IPS; • Jira • Terraform
- TestLink • Cyber Security • Endpoint Security • SOAR • DPI • Incident Response

Education:

- Moscow State Technical University (now Polytech), Sep. 2007- Jul. 2012
Specialization: Management and Computer Science Engineer in Technical systems, Bachelor's degree.
- Training center InfoTecs Sep. 2017 – Dec.2017
Information security specialist. Professional development