

Maksim Reshetniak

Technical Support Engineer

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Citizenship: Israeli

Customer-focused problem solver with a passion for proactive network monitoring, developing technical standards, creating concise documentation, and delivering cost-effective end-user training

Work experience :

InfoWatch ARMA, LLC Moscow, Russia
Technical Support Engineer

Jan. 2020 — Nov. 2022

- Integration, implementation, support, and update of products in the customer's infrastructure
- Process and Standards development.
- Troubleshooting and Issue resolution.
- Management, analytics, and engineering of demo projects and implementation projects (from scratch to launch)
- Collaboration with development and system analytics teams (translation of the customer's wishes and comments on the product).
- Conducting acceptance tests of products.
- Building and maintaining a cyber security simulator for demo testing.
- IT assets and license management

BITK, JSC Moscow, Russia
Engineer

Jan. 2014 — Dec. 2020

- Implementation of information security tools in the customer's infrastructure.
- Conducting 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 • Network Security • Endpoint Security • SOAR

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