
ALEKSANDR ZYDKOV

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Junior DevOps

Junior Cloud & DevOps professional with solid IT support background and hands-on skills in AWS, Terraform, Docker, CI/CD (GitHub Actions), and OpenShift. Certified in AWS, Azure, Terraform, and Security. Skilled in automation, containerization, and infrastructure deployment, ensuring reliability and scalability.

WORK EXPERIENCE

Bincom • 11/2024 – Present

Volunteer System Engineer / DevOps Trainee

- Integrated containerization (Docker) and cloud solutions (AWS) into existing environments as part of internal migration project.
- Collaborated with cross-functional teams to implement IaC with Terraform and CI/CD pipelines using GitHub Actions.
- Completed Bincom Academy DevOps course, gaining hands-on experience through diverse DevOps projects in automation, CI/CD, containerization, and cloud deployment.

Content&Cloud MSP • multiple UK clients • 05/2022 – 07/2023

Second Line Onsite Support Engineer

- Provided 2nd line onsite support for multiple UK clients, managing BAU operations using Azure AD, Intune, Autopilot, Ivanti, and SNOW.
- Achieved average resolution time of under 30 minutes for first-line tickets

CoopSys • 02/2022 – 03/2022

Helpdesk Support Engineer (Royal Society Contract)

- Delivered hybrid environment support (on-premise & Azure), including BAU maintenance and user account management.
- Provided IT support to staff and researchers at the Royal Society, ensuring minimal disruption to daily operations.

PokerStars / FullTilt • 05/2020 – 07/2021

Technical Support Engineer

- Served as an escalation point for high-priority technical issues on a SaaS gaming platform with over 100M global users.
- Supported 80+ end-users in a day, ensuring timely resolution of IT incidents.

SKILLS

Cloud & DevOps:

Automation (Bash, PowerShell), AWS, Azure, CI/CD Pipelines, Containerization, Docker, GitHub Actions, Infrastructure as Code (IaC), OpenShift, Terraform

IT Systems & Networking:

Azure AD, DHCP, DNS, Intune, Linux Fundamentals, Network Troubleshooting, SCCM, Veeam, Windows Server

Tools & Platforms:

Autopilot, AVD, Bomgar, Datto, Ivanti, ServiceNow, SNOW

Core Competencies:

Deployment Automation, Incident Management, Problem Resolution, Remote Desktop Support, System Administration

EDUCATION

BSc (In Progress) in Computer Science

Arden University
London
London
01/2027

AWS re/Start Graduate in AWS Cloud Training

NetCom Training
London
London
01/2024

EasyJet • 09/2019 – 11/2019

Technical Support Engineer

- Supported BAU operations at EasyJet HQ, deploying Windows 10 via Azure AD, Intune, and Autopilot.
- Tested and deployed in-house applications for flight crew using SCCM and manual installations.

Bates IT / Atos IT / Daisy Group / NHS Trust Contracts • 01/2018 – 01/2019

Support Engineer • Contractor

- Delivered large-scale Windows 10 deployments (BBC, NHS), imaging and configuring over 8,000 devices.
- Managed DHCP, assigned static IPs, and maintained asset tracking across multiple sites.

PokerStars • 04/2009 – 09/2018

Technical Support Engineer

- Provided Tier 2 technical support to global SaaS platform users, maintaining service quality for 100M+ players.
- Troubleshoot software/hardware issues remotely, processed account changes, and ensured rapid incident resolution.

CERTIFICATIONS

AWS Certified Cloud Practitioner

HashiCorp Certified: Terraform Associate (HT0-100)

Microsoft Certified: Azure Fundamentals (AZ-900)

CompTIA Security+ (SY0-601)

CompTIA Network+ (N10-008)

Cisco Certified Entry Networking Technician (CCENT)

Linux Essentials (LPI 010-160)

Microsoft Certified Professional (MCP)

Microsoft Technology Associate: Windows Server Administration Fundamentals (MTA 98-365)

Microsoft Certified Desktop Support Technician (MCDST)