

ALEKSANDR ZYDKOV

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PROFESSIONAL SUMMARY

Support Engineer with strong problem-solving skills and a methodical approach to complex IT challenges. Currently expanding experience in cloud computing and DevOps through self-study. In addition to voluntary experience as a System Engineer and DevOps Trainee, I hold the following certifications:

- CompTIA Network+ (N10-008)
- CompTIA Security+ (SY0-601)
- AWS Certified Cloud Practitioner (AWS CCP)
- Microsoft Certified: Azure Fundamentals (AZ-900)
- HashiCorp Certified: Terraform Associate (HT0-100)

Ready to bring technical knowledge and hands-on experience as 2/3 line Engineer role and to contribute and advance in modern IT infrastructures.

SKILLS

- Remote Desktop Support
- Network Troubleshooting
- Software Installation
- Data Backup and Recovery
- Troubleshooting skills
- Technical Support

WORK HISTORY

- 11/2024 to present **Volunteer job as System engineer / DevOps trainee / Bincom.**
- 05/2022 to 07/2023 **Second Line Support Engineer / Content&Cloud MSP**
- 2nd line Onsite Engineer for a range of different clients across UK.
 - Handled BAU operations using various technologies: Azure AD, Intune, Autopilot, Ivanti patch management, SNOW, DATTO, Bomgar, Azure Virtual Desktop, etc.
- 02/2022 to 03/2022 **Helpdesk Support Engineer / CoopSys**
- Subcontracting at Royal Society as 2/3rd line support in hybrid (in-house/Azure) environment
 - Monitored Veeam backups and managed BAU operations for office users.
- 05/2020 to 07/2021 **Technical Support Engineer / PokerStars/FullTilt**
- Technical Support Specialist, provided technical assistance for the PokerStars SaaS gaming platform and poker players in the poker room.
- 09/2019 to 11/2019 **Technical Support Engineer / EasyJet**
- Based at EasyJet HQ in Luton Airport, handled BAU operations for office users. Contributed to the deployment of Windows 10 using Microsoft Azure AD, Intune and Autopilot. Tested EasyJet in-house apps in the Windows 10 environment and installed them using SCCM or manually for flight crew. Configured video conference equipment (Hub 500).

- 07/2019 to 08/2019 **Deployment Engineer / Daisy Group**
- Windows10 deployment on BBC site.
- 11/2018 to 07/2019 **Multiple Contracting Roles for Bates IT / Atos IT – London**
- At NHS UCLH and BEH Trusts in London, handled various tasks during the EPIC software deployment project and domain migration.
 - Over 8000 new PCs builds, network and manual PC backups, setting up specific label and wristband printers (1000+) over multiple hospital sites.
 - DHCP server administration, static IP assigning on network equipment, master tracker list update.
- 04/2009 to 09/2018 **Technical Support Engineer / PokerStars**
- Acted as a Technical Support Specialist, supporting Pokerstars SaaS platform and over 100M poker players within the poker room.
 - Functioned as an escalation point for challenging technical inquiries, demonstrating expertise in product knowledge and problem-solving abilities.
 - Provided remote assistance to players, ensuring fast resolution of software and hardware concerns, affecting gaming process.
 - Managing players' accounts through the use of company CMS, handling general requests such as passwords, account privileges, refunds and other.

EDUCATION

Expected in 05/2027 **No Degree: Computer Science**
Arden University - London

02/2024 **No Degree: AWS Cloud**
NetCom Training - London

A 12-week live course to re-skill individuals for roles in AWS cloud technologies. The course included Amazon Cloud Practitioner certification and learning how to apply core AWS services in the area of compute, storage, networking (EC2, S3, IAM, VPC, Lambda, Cloud Formation, RDS, Route 53, etc.). Also, training included additional technical skills such as Linux OS and writing scripts in Python/Shell.

- Awarded AWS re/Start Graduate badge

CERTIFICATIONS

HashiCorp Certified: Terraform Associate (HT0-100), CISCO Certified Entry Networking Technician (CCENT), CompTIA Network+ (N10-008), CompTIA Security+ (SY0-601), AWS Certified Cloud Practitioner (AWS CCP), Microsoft Certified: Azure Fundamentals (AZ-900), 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) (70-271, 70-272).

TRAINING

- Windows 7, Windows 10, Server 2003/12
- ITIL Basic
- Terraform for Beginners at KodeKloud, certification issued 09/2021, credential ID 4091731411117806
- Ansible for Beginners at KodeKloud, certification issued 11/2021, credential ID 8516528165573822
- Microsoft Azure exam AZ-104 at Whizlabs, certification issued 02/2023, credential ID 63DED5AF4F3F7

LANGUAGES

Russian, Lithuanian, English