

**Name:** Fjodor Kortsagin  
**Birth date:** 12.10.1982  
**Email:** fjodor.kortsagin@gmail.com  
**Phone:** +37253747187



### ***Summary Experience:***

Over 15 years of hands-on experience in IT operations and IT Infrastructure configuration, deployment and maintenance, gained while working in an international environment. Extensive background in Active Directory configuration and management, Linux installation, configuration and management, Microsoft 365 Suite operation. Hands-on experience in Dynamic Host Configuration Protocol (DHCP), Transmission Control Protocol (TCP), Internet Protocol (IP) and Domain Name System (DNS) configuration. Vast expertise with Enterprise grade Microsoft 365 suites, including Multi-factor Authentication, configuration and deployment. Okta, Bombgar, RDC and Teamviewer usage for remote desktop configuration and assistance.

### ***Skills, Expertise and Attributes:***

- Access level restriction / redistribution / role assignment (MS Active Directory Certificate Services)
- Linux installation and configuration, advanced usage and troubleshooting.
- Access provision (MS Active Directory / MS Azure Active Directory / Group Policy)
- Dynamic Host Configuration Protocol (DHCP) / Domain Name System (DNS) Transmission Control Protocol (TCP), Internet Protocol (IP) configuration
- Endpoint / device activity service monitoring
- Endpoint protection (samba / telnet / RDC / TeamViewer / Bombgar)
- Enhanced support / hyper care provision
- IT Infrastructure rollout assistance / issue resolution
- IT operations configuration, deployment and support.
- MS Office 365 Modern Authentication method operation
- MS Security Essentials (Microsoft 365 Security Suite) operation
- NIST cybersecurity framework (Identify / Protect / Detect / Respond / Recover) knowledge
- OAuth 2 Two-Factor Authentication provision
- Salesforce / customer support server management (MS Azure)
- Security policy and best practices definition / testing
- Security threat detection
- Security tools / resources development (MS Active Directory Services / MS Azure)
- Spam filtering (MS Office 365 Enterprise suite / Okta)
- Cybersecurity threat factor identification and remediation
- Linux, Windows, MacOS, BSD deployment, configuration, advanced troubleshooting and support
- OpenAI, Bard, Stable Diffusion advanced usage, configuration deployment and troubleshooting.

**Education:**

- Bachelor's Degree, Information Technology, Estonian Entrepreneurship University of Applied Sciences, Estonia, 2009 – 2011
- Bachelor's Degree, Psychology, University of Social Sciences "Veritas", Estonia, 2003 – 2006
- Bachelor's Degree, Law, Nord Academy, Estonia, 2001 – 2002

**Professional Experience:****ITBest, Estonia****November 2016 – Present****CEO/Owner**

- Providing solutions and consultations in the field of IT and security architecture, GDPR, and cybersecurity;
- Managing development of security tools and resources using Stack Overflow, GitHub, Eclipse, MS Visual Studio, MS Azure, AWS, Android Studio, SDK tools, MS Active Directory services, Qt, Xcode, Creator, Java SDK;
- Detecting security threats and adapting security solutions accordingly;
- Identifying security design gaps in existing and proposed architectures and recommending changes or enhancements;
- Liaising with local and international existing and potential stakeholders;
- Developing solutions to balance business requirements with cybersecurity requirements;
- Creating and maintaining technical and business documentation;
- On-site and remote assistance with technical issues;
- Linux, Windows, MacOS, BSD deployment, configuration, troubleshooting and support;

**Malwarebytes, Estonia****April 2013 – March 2018****IT Operations Manager**

- Designing and building effective IT infrastructure supply chain for EMEA/APAC regions;
- Building and implementing security architectures;
- Utilising MS Security Essentials (Microsoft 365 Security Suite) on a lot of endpoints as a free antivirus for the clients;
- Providing endpoint protection utilising samba/telnet and RDC, TeamViewer and Bombgar in different scenarios;
- Utilising MS Office 365 Modern Authentication method in conjunction with Okta;
- Managing customer support servers and Salesforce servers based on MS Windows NT operating system using MS Azure;
- Filtering spam using MS Office 365 Enterprise suite tied to Okta
- Providing employees access utilising MS Active Directory and MS Azure Active Directory with Okta as well as managing Group Policies on a daily basis;
- Providing OAuth 2 Two-Factor Authentication and monitoring endpoint and device activity services for all devices using MS Windows, macOS, Linux Android, iOS;
- Configuring Dynamic Host Configuration Protocol (DHCP) and Domain Name System (DNS) for MS Windows Servers as well as VMware Hyper-V servers for the SW Development Department;
- Restricting and redistributing levels of access to different employees, managing MS Active Directory Certificate Services (AD CS);
- Helping to define the right policies in the different security topics, translating policies in best practices, and implementing the best practice in test;

- Assisting with a proper IT Infrastructure rollout in a company that started with 200 employees, which later transformed into a 1000+ people company operational 24/7 from the IT side with proper unified cyber security and SaaS/PaaS practices;
- Advising, supporting IT operations in resolution of incidents related to the rollout;
- Providing enhanced support/hyper care during the preparation and rollout of the first iteration of the security roadmap;
- Focusing on the NIST cybersecurity framework's five functions: Identify, Protect, Detect, Respond, and Recover;
- Performing duties related to cyber security, including monitoring endpoints, servers, log collection, software deployment, JAMF device enrollment;
- Managing, deploying, organising, and troubleshooting IT infrastructures and networks using solutions, tools, and methodologies such as Cisco, Juniper, Aruba, Nagios, MS AD, Zendesk, Zoom Meetings, Putty, Okta, VMWare, Office 365, Azure, and Atlassian Software Suite;
- Negotiating and establishing cost-effective negotiations with vendors like Dell, Apple and contractors like Aruba, Juniper;
- Communicating with all management and specialist levels from all local and international departments within Malwarebytes;
- Creating and maintaining technical documentation of Architecture, Inventory, Design, Use cases and Test cases.
- Linux, Windows, MacOS, BSD deployment, configuration, advanced troubleshooting and support

#### **CSC Telecom/Top Connect, Estonia**

**September 2012 – February 2013**

##### ***System Administrator***

- Designing, configuring, and managing security architectures on Watchguard XTM 8 firewall devices;
- Designing and building security solutions, such as SIEM, Vulnerability Management, Network Security, and Endpoint Detection and Response;
- Filtering and monitoring the incoming and outgoing traffic on the network;
- Maintaining and ensuring error-free, secure and stable work of Watchguard XTM 8.

#### **If Kindlustus, Estonia**

**April 2012 – September 2012**

##### ***Software Developer***

- Developing an ASP.NET web application for internal use;
- Using LDAP query to connect to MS Active Directory;
- Applying extracted data by the specified criteria and existing security standards.

#### **Ixonos, Estonia**

**June 2011 – November 2011**

##### ***Quality Assurance Engineer***

- Designing and implementing quality testing processes on operating system and hardware of Nokia 500 devices using Black Box and White Box, regression, and basic acceptance testing;
- Performing load, system, performance, compatibility, usability and localisation testing;
- Creating and maintaining technical documentation.

#### **IT Buss, Tallinn, Estonia**

**April 2010 – September 2010**

##### ***Computer***

##### ***Computer Technician***

- Maintaining and fixing hardware and software;
- Communicating with customers in a client – oriented approach;
- Configuring and optimising operating systems, hardware components, routers.

***Training, Qualifications and Certifications:***

- 2017 – Project Management Course, Udemy
- 2016 – Security Awareness Training Knobe4, Malwarebytes
- 2010 – CCNA – Cisco Certified Network Associate, Estonian Entrepreneurship University of Applied Sciences

***Language Skills:***

- English – Native
- Russian – Native
- Estonian – Fluent