

Mykola Yarmola

System Administrator

Age: 25
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City: Kyiv

Work experience

IT Support Engineer

Patrianna (03.2025 - now)

- Creation of automations for routine tasks (Jira, Slack, NinjaOne);
- Resolution of employees' technical requests (10+ requests per day);
- Jira projects administration;
- Hardware and soft maintenance (500+ Mac and Windows devices);
- Documentation maintenance;
- Access and asset management;
- Collaboration with DevOps and external Tech Support teams.

Service Desk Specialist

Playson (04.2022 - 02.2025)

- IT support for employees, maintenance of 150+ workstations;
- Implementation of MDM system for infrastructure;
- Infrastructure maintenance;
- Creation and support of internal and external knowledge base;
- Purchase of corporate licenses and control over them;
- Access control to 70+ cloud services.

System Administrator

Newtrex (10.2021 - 03.2022)

- IT support for employees, maintenance of 70+ Linux workstations;
- Infrastructure monitoring;
- Access control to corporate services (cloud and on-premise).

System Administrator

IT-Service (12.2019 - 09.2021)

- Installing and maintaining of VMware vSphere infrastructure: 30+ virtual servers (AD DS, Terminal Services, Microsoft Exchange, firewalls, Zabbix monitoring);
- Maintenance of network (VLANs, switches, firewalls, VPN);
- IT support for clients, maintenance of 100+ workstations in AD domain.

Hard skills

- Virtualization: VMware ESXi, Proxmox VE;
- OS: Ubuntu, Windows Server (AD, GP, TS, MS Exchange), macOS;
- Cloud basics: DigitalOcean, AWS, Google Cloud;
- Automation basics: Ansible, GitHub Actions;
- Git and GitHub;
- Monitoring: Zabbix, Grafana;
- Network: TCP/IP, DHCP, DNS, NAT, VLAN, OpenVPN;
- Device Management: Zoho Endpoint Central, Kandji MDM, NinjaOne;
- Teamwork services: Jira, Confluence, Google Workspace, Slack;

Education

Computer engineering, State University of Telecommunications

Master's degree (2017 - 2023)

Courses and certificates

Cisco IT Essentials - 2018

Cisco CCNA: Introduction to Networks - 2019

Cisco CCNA: Switching, Routing and Wireless Essentials - 2020

Languages knowledge

English - Intermediate, Ukrainian - Native