



Nikolay Kolchenko

Systems Engineer

Profile

Technical Support / Systems Engineer with 10 years of experience in a multitasking, fast paced IT environment and willingness to grow further. Acquainted with Linux, Containerization, SQL, Python, virtualization, some tools used in DevOps methodology and cloud computing platforms/solutions.

Employment History

Systems Engineer at EPAM Systems, Krakow, Poland

October 2019 — Present

Kubernetes clusters configuration and troubleshooting (GKE, EKS, minikube, etc.).

Technical Support Engineer II at Flint Poland sp. z.o.o. (contractor at Cisco), Krakow, Poland

February 2018 — September 2019

Supported range of Cisco's cloud based software solutions (like Cisco Webex and Cisco Kinetic) as well as hardware (mostly ir8x9 routers).

Technical Support Engineer II at StrikeAd by Sizmek, Krakow, Poland

October 2015 — February 2018

Platform monitoring, clients support, automation of routine tasks, etc. on system that was built on top of AWS. Exposed to CI/CD pipelines and tools (mostly Jenkins).

Technologies used in this project: Linux, AWS ecosystem (S3, EC2, Route53, etc.), GBQ database, Graphite/Graphana, Python, Ansible, Jenkins.

Technical Support Engineer II at Luxoft Poland sp. z.o.o., Krakow, Poland

January 2014 — August 2015

Governing and providing break-fix support for the in-house SOA based software used by traders for mortgage risk calculation. The issues reported by users were both technical and financial. Release management and it's undertaking with fixing issues which occurred during the process. Technologies used in this project Linux/Unix(Solaris), Windows Server, databases like Sybase and Oracle.

Technical Support Engineer / Tech Lead at PortaOne, Inc, Chernigiv, Ukraine

April 2009 — December 2013

Break-fix support of technical issues reported by customers for PortaOne's products for VoIP: billing, softswitch, Unified Messaging. Technologies involved for this position were Linux proficiency, MySQL for the database and understanding of VoIP.

Details

+48887846012

nkolchenko@gmail.com

Links

[LinkedIn profile](#)

[StackOverflow](#)

[GitHub](#)

Skills

Customer Support

Linux Administration

Computer Networking

Google Compute Platform

MySQL DB Administration

Python

Kubernetes

Key achievements: mentoring and training junior team members,
maintaining of a corporate web-site, promotion to Tech Lead position.

Courses

**Essential Cloud Infrastructure: Foundation and GCP Fundamentals:
Core Infrastructure, Coursera**

October 2019 — October 2019