



Alexandra Nikandrova

Admin/Developer/Technical Writer

Experience

Vocational

Oct 2018–present **Technical Writer**, *Red Hat Czech Republic, s.r.o.*, Brno, CZ.

Writing product documentation for RHEL8 and publishing it on the Red Hat Customer portal. Writing release notes. Working with Networking, Storage and File systems, Installer subsystems. Follow minimalism principles and IBM Style Guide.

Technologies and tools involved:

- AsciiDoctor;
- GitLab;
- vim;
- JIRA;
- Bugzilla;
- Linux.

Vocational

Oct 2015–Sep 2018 **IT Specialist**, *IBM Global Services Delivery Centre Europe, s.r.o.*, Brno, CZ.

DevOps: migration from outdated internal security check tool to a new crossplatform tool, developing native check module for UNIX OS family. Infrastructure specialist for internal crossplatform security check tool: complex solution implementation (server/terminal-server/console/relays/repo-servers) and maintenance, writing instructions/documentation, investigation of client issues, remediation. Creating packages for automated client implementation. Supporting internal and external customers according to SLA. Fixing issues in the internal tools.

Technologies involved:

- Perl;
- Linux/AIX/SunOS;
- BigFix - Relevance Language (basic).

Oct 2012–Sep 2015 **Automation Engineer**, *OAO Bashinformsvyaz*, Ufa, RU.

Billing system administration, system report automation.

Technologies involved:

- PostgreSQL;
- PL/SQL Developer;
- MySQL.
- Perl, PHP.

Brno – CZ

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- Dec 2011–Oct 2012 **Operator**, *OAD Bashinformsvyaz*, Ufa, RU.
Internet connection, IPTV and IP-phone connection troubleshooting and fixing problems remotely.
- May 2010–May 2011 **Front Desk**, *ParkCityUfa Iremel Hotel*, Ufa, RU.
Meeting guests, information, booking rooms and conference halls, services sales, main cashier, conflicts settlement.
- May 2007–Mar 2010 **Front Desk**, *Fongrad SPA Resort*, Miass, RU.
Meeting guests, information, booking rooms and conference halls, hotel staff-services connections, services sales, main cashier, conflicts settlement.
- Aug 2006–Dec 2006 **Office Manager**, *OOO Terraprint*, Moscow, RU.
Work at the reception, phone-calls, correspondence, guests meeting, tea and coffee service.
- Mar 2006–Jul 2006 **Quality Assurance Engineer - pocket PCs**, *Paragon Software*, Moscow, RU.
Software translation from Rus to Eng and vice-versa, testing on pocket PCs, technical support via Internet and phone-calls (Rus-Eng).
- Jul 2005–Aug 2005 **Guide**, *State Mineralogical Museum*, Miass, RU.
Tours of the museum and tales about Ilmsky State Reserve and the Urals for children mostly.
- Sep 2002–Jan 2003 **Office Manager**, *Chelyabinsk State University*, Chelyabinsk, RU.
Work office equipment, meeting protocols logging.
- May 1999–Aug 1999 **Guide**, *State Mineralogical Museum*, Miass, RU.
Virtual tour of museum web-site and tales about Ilmsky State Reserve and the Urals for children.

Miscellaneous

- Sep 2020–present **Technical Writer**, *Wireshark*.
Documenting the Wireshark User Guide.
Tools involved:
 - GitLab;
 - AsciiDoc.
- Jun 2012–present **Contributor**, *Fedora Project*.
 - Testing, reporting bugs, writing test-cases for Fedora packages;
 - Translating Fedora;
 - Writing technical documentation for Fedora-related stuff;
 - Attending events.

Education

- 2000–2014 **Master**, *Chelyabinsk State Pedagogical University*, Chelyabinsk-Miass, Specialist of professional IT education.
- 2006–2008 **Master**, *Chelyabinsk State University*, Miass, Linguist.

Languages

Russian Native
English Intermediate

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Czech Elementary

Computer skills

| | |
|-----------------------|---|
| OS Families | UNIX/Linux (user, basic administration, script developer), Windows (basic user level) |
| Linux/UNIX distros | Fedora, RHEL, MacOS |
| DVCS | git |
| Package managers | rpm, yum/dnf (user level) |
| Markup languages | AsciiDoc |
| Programming languages | Perl, bash (basic), Rust (basic), Django/Python (basic), ANSI C (basic) |
| Other | Regular Expressions |

Interests

| | |
|-------------|---|
| Music | Play acoustic guitar, listen to classical music, rock, j-rock, jazz and blues |
| Sport | Fitness, cycling, swimming |
| Photography | |
| Sketching | |
| Visual arts | |
| Cooking | I love experiments with cooking different cuisines and bakeries |

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