Name: Fjodor

Surname: Kortsagin

Birth date: 12.10.1982

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Phone:+37253747187

Birthplace: Ukraine

Citizenship: Estonia

Experience:

Over 15 years of hands-on experience in IT operations, IT Infrastructure configuration, deployment and maintenance. Experience gained while working in an international environment. Active Directory deployment, configuration and management, Linux deployment, configuration and management, macOS deployment, configuration and management. Microsoft 365 Suite deployment, configuration and management. Hands-on experience in Dynamic Host Configuration Protocol (DHCP), Transmission Control Protocol (TCP), Internet Protocol (IP) and Domain Name System (DNS) configuration.

Experience with Enterprise grade Microsoft 365 suite, including multi-factor authentication,configuration and deployment. Okta(identity and access management), Beyondtrust(Bombgar), RDS(Remote Desktop Services), VNC(Virtual Network Computing) and Teamviewer usage for remote desktop configuration,management 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 ,Internet Protocol (IP)configuration ;

- Endpoint and device activity service monitoring;

- Endpoint protection samba / telnet / RDS/VNC/TeamViewer /Bombgar(Beyondtrust);

- Enhanced support , hyper care provision;

- IT Infrastructure rollout assistance and issue resolution;

- IT operations configuration,deployment and support;

- MS Office 365 Modern Authentication method operation;

- Microsoft 365 Security Suite deployment, usage and management ;

- NIST cybersecurity framework (Identify Protect Detect Respond Recover) knowledge;

- OAuth 2 Two-Factor Authentication provision (Okta).

- Salesforce customer support server management (MS Azure) Security policy and best practices definition and testing;

- Security threat detection. Security tools and resources development (MS Active Directory Services with MS Azure) ;

- Spam filtering (MS Office 365 Enterprise suite and Okta) Cybersecurity threat factor identification and remediation;

- Linux,Windows, MacOS, deployment,configuration,advanced troubleshooting and support;

- OpenAI,Gemini,Stable Diffusion advanced usage, prompting, configuration, deployment and

- troubleshooting;

- Website design, Wordpress, Photoshop,GIMP, Krita;

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:

YouTube, Arpil 2019 – Present

Content Creator

- Creating and editing video content for my YouTube channel ;

- Creating and improving design for logos of my YouTube channel ;

- Creating banner design for my YouTube channel using tools like Canva, Krita, GIMP, Photoshop ;

- Managing existing content and comment sections on my YouTube channel to make sure it does not violate YouTube terms of service and community guidelines;

- Selecting new games and topics for my gaming YouTube channel ;

- YouTube channel link : https://www.youtube.com/@silentgameplays ;

Arch Linux , May 2024 – Present

Individual contributor

- Arch Wiki contributions for easier NVIDIA Driver setup with Wayland ;

- Created a tutorial on how to setup and use NVIDIA Drivers and their modules with Linux Kernel;

- Created a tutorial on how to setup and use NVIDIA Drivers with grub bootloader ;

- Created a tutorial on how to register NVIDIA Driver modules with the Linux Kernel via mkinitcpio (initramfs);

- Created additional tutorials on various tools like Wine for better work of games and Windows applications under Linux ecosystems;

- Created a tutorial on manual Arch Linux installation with GRUB bootloader;

- Created a tutorial on KDE Plasma, GNOME and XFCE desktop environments installation;

Samples:

Arch Wiki NVIDIA Troubleshooting Page:

https://wiki.archlinux.org/title/User:SilentGamePLS#NVIDIA_Gaming_and_Wayland_Cheat_Sheet:

Archwiki page GRUB Installation Page:

https://wiki.archlinux.org/title/User:SilentGamePLS/My_new_page

Github , 2019-present

Individual Contiburor

- Created Arch Linux, Debian Linux, Fedora Linux , Linux Mint cheat sheets for installing NVIDIA GPU Drivers and optimized gaming experience;

- Created fixes, optimization and installation instructions for old games like Deus Ex, Max Payne, Arcania, Drakensang, Alice, Doom 3;

- Created Windows 11 usability cheat sheet for better user experience;

Github link:

https://github.com/silentgameplays

ITBest, Estonia November 2016 – Present

CEO/Owner

- Providing freelance services and consultations in the field of IT and security architecture, GDPR, and cybersecurity;

- Managing network and cybersecurity requests using MS Azure, AWS, git, Docker, Kubernetes, Wireshark, Confluence tools;

- Providing MS Active Directory account creation and permission management services;

- Detecting security threats and adapting security solutions accordingly;

- Identifying security design gaps in existing and proposed architectures and recommending changes or enhancements;

- Communicating with local and international existing and potential stakeholders, hardware and software vendors;

- Website Wordpress design and configuration services;

- Developing solutions to balance business requirements with cybersecurity requirements;

- Creating and maintaining technical and business documentation;

- On-site and remote freelance assistance with technical issues;

- Linux, Windows, macOS deployment, configuration, troubleshooting and support;

Malwarebytes, Estonia April 2013 – March 2018

IT Operations Manager

- Designed and built an effective IT infrastructure supply chain for EMEA/APAC regions;

- Built and implemented advanced security architectures for these regions;

- Used MS Security Essentials and Windows Defender (Microsoft 365 Security Suite) on a lot of endpoints for security purposes;

- Used backblaze and Jamf for proper endpoint backup;

- Provided endpoint protection and troubleshooting with samba/telnet and RDC, TeamViewer and Bombgar in different remote scenarios;

- Used MS Office 365 Modern Authentication method in conjunction with MFA/2FA Okta;

- Managed Customer Support departments servers and Salesforce servers, based on MS Windows NT operating system using MS Azure;

- Filtered spam, monitored and solved suspicious network and device activities using MS Office 365 Enterprise suite tied to Okta MFA.

- Provided employees with proper access through MS Active Directory and MS Azure Active Directory with Okta and managed Group Policies and AD permissions on a daily basis;

- Provided MFA Authentication and monitored endpoint and device activity services for all endpoints and devices with MS Windows, macOS, Linux, Android, iOS operating systems;

- Configured Dynamic Host Configuration Protocol (DHCP) and Domain Name System (DNS) for MS Windows Servers as well as VMware Hyper-V Linux servers for the Software Development , Customer Support, Sales and Marketing Departments ;

- Restricted and redistributed levels of access to different employees, managed MS Active Directory Certificate Services (AD CS), roles and permissions;

- Helped to define the right policies in the different security topics, translated policies to best practices based on the location's needs;

- Implemented the best cybersecurity practices in live environments in different countries;

- Assisted 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;

- Advised and supported IT operations in resolution of incidents related to the new corporate software rollouts;

- Provided enhanced support and hyper care during the preparation and rollouts of the multiple iterations of the security roadmaps;

- Focused on the NIST cybersecurity framework's five functions: Identify, Protect, Detect, Respond, and Recover;

- Performed duties, related to cyber security, including monitoring endpoints, servers, log collection, software deployment, JAMF device enrollment;

- Managed, deployed, organized, and troubleshooted 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;

- Negotiated and established cost-effective relationships with vendors like Dell, Apple,CDW and contractors like Aruba, Juniper;

- Communicated with all management and specialist levels from all local and international departments within Malwarebytes;

- Created and maintained technical documentation of architecture, inventory, design, use cases and test cases;

- Linux, Windows, MacOS, deployment,configuration,advanced troubleshooting and support.

CSC Telecom/Top Connect, Estonia September 2012 – February 2013

System Administrator

- Designed, configured, and managed security architectures on Watchguard XTM 8 firewall devices;

- Designed and built security solutions, such as SIEM, Vulnerability

- Management, Network Security, and Endpoint Detection and Response;

- Filtered and monitored the incoming and outgoing traffic on the network;

- Maintained and ensured error-free, secure and stable work of Watchguard XTM 8 firewalls.

If Kindlustus, Estonia April 2012 – September 2012

Software Developer

- Developed an ASP.NET web application for internal use;

- Used LDAP query to connect to MS Active Directory;

- Applied extracted data by the specified criteria and existing security standards.

Ixonos, Estonia June 2011 – November 2011

Quality Assurance Engineer

- Designed and implemented quality testing processes on operating systems and hardware of Nokia 500 devices

- Performed Black Box and White Box, regression, and basic acceptance testing;

- Performed load, system, performance, compatibility, usability and localization testing;

- Created and maintained technical documentation.

IT Buss, Tallinn,Estonia April 2010 – September 2010

Computer Technician

- Maintained and fixed hardware devices and provided software support;
- Communicated with customers in a client – oriented approach;
- Configured and optimized operating systems, hardware components, routers.

Training, Qualifications and Certifications:

2017 – Project Management Course, Udemy

2016 – Cyber 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

Linkedin Profile:

https://www.linkedin.com/in/fjodor-k-9b30bb99/