

Konstantin Tsomaia

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Summary

DevOps and Support Engineer with almost 5 years in FinTech, specializing in automation, CI/CD, and infrastructure reliability. Expert in Linux, Ansible, Docker, and monitoring. I reduce downtime, accelerate delivery, and take the load off development teams.

Skills

- **Operating Systems:** Linux (CentOS, Ubuntu)
- **Cloud platforms:** AWS, Azure
- **Configuration management:** Ansible
- **Infrastructure provisioning:** Terraform
- **CI/CD Tools:** TeamCity, GitLab CI/CD
- **Scripting & Automation:** Bash (advanced), Python (intermediate)
- **Containerization & Orchestration:** Docker (advanced), Kubernetes (basic)
- **Monitoring & Logging:** Zabbix, Prometheus, Grafana, ELK Stack
- **High availability & Failover:** Pacemaker, corosync, keepalived, haproxy
- **Version Control:** Git, Bitbucket
- **Networking & Security:** VPNs, Firewalls, Load Balancers
- **Databases:** PostgreSQL, MySQL

Professional experience

Technical Support Engineer
Devexperts LLC

Sep 2022 - May 2023 (*Tbilisi, Georgia / Hybrid*)
Dec 2021 - Sep 2022 (*Saint Petersburg, Russia*)

- Delivered L3 support, diagnosed and resolved issues on production platforms, minimizing downtime and improving incident handling efficiency.
- Built and maintained CI/CD pipelines using TeamCity (Kotlin DSL) and Docker, accelerating deployments and reducing errors.
- Provisioned and managed infrastructure with Terraform and Ansible across multiple environments.
- Deployed and tuned web servers and proxies (Nginx, HAProxy) for high-load environments.
- Implemented monitoring and observability with Zabbix, ELK, and Prometheus, improving issue detection and root cause analysis.

- Designed and maintained high-availability configurations (Pacemaker, Keepalived), improving system uptime and fault tolerance.
- Collaborated with QA and development teams to streamline deployment processes and align infrastructure with project needs.
- Delivered internal knowledge-sharing sessions and maintained up-to-date technical documentation.
- Automated software delivery and configuration to staging and production environments.

Technical Support Specialist

Devexperts LLC

Feb 2020 - Dec 2021 (*Hybrid*)

Oct 2018 - Feb 2020 (*On-site*)

Saint Petersburg, Russia

- Delivered L1/L2 support for production systems, conducted client communication and addressed issues.
- Monitored trading platforms (Zabbix), performed initial incident troubleshooting and root cause analysis.
- Configured monitoring for production and test environments, improving incident response speed and reducing false alarms by tuning thresholds.
- Automated routine tasks with bash/python scripting, eliminating most of manual workload.
- Managed application lifecycle operations (start/stop/restart) for mission-critical systems.
- Collected, structured and analyzed logs (on-host, aggregators, SQL) to resolve incidents and service calls.
- Escalated complex issues via Jira, Slack, and call rotation, ensuring timely resolution within SLA.
- Authored internal documentation and mentored junior specialists, improving team onboarding.
- Gained deep domain knowledge in finance and trading workflows, improving client communication and issue prioritization.

Education

Peter the Great St.Petersburg Polytechnic University,
bachelor degree

Sep 2014 - Jun 2018

Electrical, electronic and communications/technical engineering

Saint Petersburg, Russia

Languages:

English: Cambridge ESOL C2 Proficiency

Russian: native