

# SERGE VASYLENKO

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## SUMMARY

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More than 5 years of work with web-hosting infrastructure setup, configuration and management, including 2 years of executive-level experience. I developed robust solutions for different types of business needs with various technologies, and successfully implemented them with my team. Having started as Level-1 support engineer, grew up to CTO, and now I know that whether it is a client or a teammate – communication is a key.

## EXPERIENCE

ITCraft (sysadmins department “YourServerAdmin”): 2011 - 2016

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Chief Technical Officer  
01/15 – 09/16

My formal position called CTO, but in fact that was a mix of:

- Project Manager. Managed the projects using practices from PRINCE2 methodology and Theory of Constraints. As for me, two “simple” and important rules that greatly increases project chances of success are: clearly defined outcome with client and clearly defined output for the team.
- Business Analyst. Transformation of business needs into technical solutions seems easier when you have a strong tech background, however it takes time to begin “think in terms of business” along with it. What I learned in result and taught our senior admins is to analyze “what outcome is needed?” first, whenever it comes to a new project. That turned into increased number of clearly and comprehensively described projects.
- ... and CTO. As a chief technologist I was responsible for the main technical processes inside my team and research of the new technologies we could implement for clients. Also, worked on ITIL practices implementation along with our COO. But what I like the most is that I could change the way of how my team worked with developers’ department: it became more integrated and more mutual, which led to interesting and successful projects for both departments.

Level-3 engineer  
12/13 – 01/15

System/software administration on a high level of performance tuning and recovery procedures, technical expert in administration of complex systems. Daily shift-manager (the one who is responsible for team work during 8-hours shift).

Level-2 engineer  
09/12 – 12/13

Once I described this as “*Fighting with dragons and artful system failures*”. That was definitely a truth, however more common description is: web-hosting administration, services configuration and recovery.

Level-1 engineer  
06/11 – 09/12

Initial technical support level, work with basic customer issues. Basically I was responsible for communication with customers, determination of issues by analyzing of its symptoms.

## SKILLS

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| Technical  | Linux/Windows-based servers, Clustering, Load Balancing;<br>Cloud platforms – Amazon AWS, Digital Ocean;<br>Virtualization and containers – XenServer, Docker, OpenVZ;<br>Web and app servers – Nginx, Apache, IIS, Tomcat;<br>Monitoring – Nagios;<br>Configuration and tuning of environments for different kinds of technology stacks. |
| Management | PRINCE2, ITIL, Theory of Constraints, effective communication skills.   |
| Languages  | English – advanced (speaking, writing).   |

## ADDITIONAL INFO

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| Hobbies         | Music (bongos, harmonica) and cooking.   |
| Social activity | 2014-2016: National Scout Organization “PLAST” – assistant of regional coordinator;<br>Nowadays: occasional volunteering.  |
| Personality     | Quick learner, team player (and I <u>do</u> understand what does it mean saying that). I’m not afraid of responsibility. Oh, and like good jokes.<br><i>and thank you for reading up to this point 😊</i> |