

# IGOR VOROBEV

AGE 35



**Preferred method of communication :**

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Seeking an opportunity to apply my experience and skills in the field of IT. My dream job is to work in a team following the ITSM and ITIL approach, bringing value to the company and the business by maintaining the servers.

## WORK EXPERIENCE.

**APRIL 2024 - PRESENT**

### **IT INFRASTRUCTURE ENGINEER, PLUMSAIL INC**

IT infrastructure engineer aka System Administrator aka DevOps.

Maintained CI/CD process using Azure DevOps portal. App delivery was based on Octopus, and internal company services were running in Docker Compose.

Main business app was hosted 50/50 on Azure and bare metal servers, with a Proxmox cluster.

**NOVEMBER 2020 - NOVEMBER 2023**

### **TECHNICAL OPERATIONS MANAGER, GDC (FUJITSU PREFERRED SUPPLIER OF SERVICES)**

Held the position of Operations Manager across three projects, with the primary project focusing on Fujitsu UK, EMEIA region.

Managed two additional projects: Fujitsu Singapore (Panasonic) and Fujitsu Philippines (Lufthansa).

KPIs for the projects were met according to contracts and feedback from customers: cSAT 8, 9, 9; SLA 100%; 0 escalations throughout the entire period of work.

Managed engineers from the teams: Wintel, Linux, DBA, Cloud, totaling 30 FTEs.

**MAY 2014 - NOVEMBER 2020**

### **SENIOR SYSTEM ADMINISTRATOR, GDC (FUJITSU PREFERRED SUPPLIER OF SERVICES)**

Initiated career at GDC Russia as a System Administrator, progressing to Senior System Administrator overseeing the Unified Communications department.

Deployed and supported the Skype for Business product (Lync 2013) within the Fujitsu EMEIA region, serving over 50,000 active users. Supported Microsoft Exchange 2013.

Have experience with Hyper-V virtualization hosts, SQL HA, clusters, and a whole bunch of MS services used in modern business such as ADDS, DFS, ADFS, RDS Farms, and many others.

**2009 - MAY 2014**

Began my career as an IT support in various retail companies, and later worked in the banking sector, focusing on the ATM machines and plastic card deployment department.

## SKILLS AND TECHNOLOGIES

- MS Windows with certification in Windows Server and Hyper-V.
- VM solutions expertise in Vmware, KVM, Proxmox, and Docker containers.
- Enthusiastic about MikroTik and OpenWRT in the realm of network technologies.
- Proficient in working according to ITSM and ITIL principles, Fujitsu Sense and Respond, and Agile.