

Contact

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Top Skills

Linux
Computer Security
Security

Languages

English (Full Professional)
Russian (Native or Bilingual)
Czech (Elementary)

Certifications

RHCE
Malicious Software and its
Underground Economy: Two Sides
to Every Story
Malicious Software and its
Underground Economy: Two Sides
to Every Story
Cryptography I
Cryptography I

Honors-Awards

Cryptography
Red Hat Certified System
Administrator
Red Hat Certified Engineer

Andrey Bondarenko

Senior System Engineer at NetSuite
District Brno-City, Czech Republic

Summary

I am not looking for job opportunities at the moment.

Experience

NetSuite
Senior System Engineer
October 2019 - Present (5 months)
District Brno-City, Czech Republic

GoodData
Software Engineer
July 2018 - September 2019 (1 year 3 months)
District Brno-City, Czech Republic

SWE @ DevOPS

- * Puppet code for the infrastructure.
- * Infrastructure tests.
- * FreeIPA, Pulp, Vault services management and delivery.
- * Git, python, Jira, Splunk, Ruby, Rundeck, Antible Tower as daily tools.

Red Hat
2 years 3 months
System Administrator
November 2017 - July 2018 (9 months)
District Brno-City, Czech Republic

- * implementation, support, integration of identity and access management solutions like SAML, OpenID Connect, SAML, OAuth, LDAP, Kerberos, PKI and RH IDM
- * maintain and support Puppet modules and Ansible playbooks
- * design and propose solutions for the business problems
- * CI/CD automation with Puppet, Ansible, Foreman, Git, RHEV

Technical Support Engineer
May 2016 - October 2017 (1 year 6 months)

District Brno-City, Czech Republic

- * support customers with IDM, Kerberos, PKI, LDAP and other Red Hat identity management solutions.
- * maintain knowledge base
- * provide engineering team with a view of trending product requirement and customers feedback on weekly basis
- * maintain RH IdM troubleshooting helper tool

Achievements:

- * RHCSA exam
- * RHCE exam

Highload Lab

Director of operations

July 2012 - March 2016 (3 years 9 months)

Moscow, Russian Federation

- * Management of technical customer support: personnel recruiting, management and control of the team, motivation;
- * Partner program development and management: partners agreement and technical support regulations development, price and marketing policies development, partners search and partners performance control;
- * Finding new partners for Qrator Labs and maintaining existing partnership;
- * Took part in new product development (DDoS protection for network operators and hosting providers) from commercial department.
- * International partnership management.

Achievements:

- * Partnership with leading Russian integrators (such as AMT, Croc), telecommunication providers (ReTN, TTK, Mastertel), datacenters (M1, IXcellerate, Dataline, StoreData, DEAC).
- * International projects with Japan, UAE and Kazakhstan partners.
- * Partnership program has reached its financial goals and took up to 30% of company income (2014).

- * A guaranteed service level for Qrator customers;
- * Running an partnership program that brings profit;
- * Building relationships and the organization of work with strategic partners, such as the largest integrators and data centers.

Conferences:

- Enog (speech on Social DDoS);
- Yandex YAC (as co-host of Information Technology section);

Kaspersky Lab

10 years 1 month

Head of corporate Support EM Division

November 2009 - July 2012 (2 years 9 months)

Moscow, Russian Federation

- * Leadership team of 20 employees in the department of 2 groups;
- * Corporate Customers and Partners helpdesk management;
- * Took part in global business processes development for company-level customers support;
- * BMC/Remedy service and support integration for ticket recording and problem management and escalation;
- * Partner training in Middle East region;

Achievements:

- * Organization and management two groups of technical support: for corporate customers and for partners of Kaspersky Lab;
- * Transparent support performance reports for business departments and weekly performance review;
- * Customers and partners satisfaction monitoring and development that lead to several sales contrast with Top-10 Russian banks and oil companies;
- * Virus incident research project in coordination with Kaspersky VirusLab.

Head of corporate Support EEMEA Division

June 2008 - October 2009 (1 year 5 months)

Organization and management EEMEA and Russian federation technical support team.

Management of 15 specialists;

- Support communication development for regional technical support and pre-sales teams;
- Support processes and policies development and service level control;
- Regional partners training (UAE, South Africa).

Achievements:

- Development support ticket tracking system based on Best Practical Request Tracker.
- Organization and management two-tire support team (first line and experts).

Head of the Project Sales Support

August 2004 - June 2008 (3 years 11 months)

- * Organization and management of OEM and technology partners technical support;
- * Management of 10 persons;
- * Support processes and policies development and service level control;
- * Partners satisfaction monitoring;

Achievements:

- * Development support ticket tracking system based on FrontRange Heat with SLA and escalation;
- * CRM FrontRange GoldMine and FrontRange Heat integration;
- * Provisioning of high quality service for company partners such as Microsoft, F-Secure, Juniper, Zyxel, Astaro, Comodo.

Senior support engineer

July 2002 - August 2004 (2 years 2 months)

Moscow, Russian Federation

- * Kaspersky Anti Virus for Linux/BSD/Solaris Mail Server, File Server, Proxy Server, Antispam corporate customers support;
- * Took part in documentation and functional testing of that products;
- * Developed training course for that products;
- * Corporate pre-sale in Russian Federation, Far East, Middle East, Europe;
- * Partners training in Russian Federation, Far East, Middle East, Europe.

Achievements:

- * Products setup and integration in ZAO "Vimpelcom", Morgan Stanley, Ministry of education of Malaysia, Ministry of Economics and Development of Russian Federation.

Transports.ru

Linux System Administrator

May 2001 - October 2001 (6 months)

Moscow, Russian Federation

Linux administration, web design, insurance and logistics management. First real job I've got.

Education

Bauman Moscow State Technical University

Master, Information Technologies · (1998 - 2005)

Bauman Moscow State Technical University

Master's degree, CAD/CADD Drafting and/or Design Technology/

Technician · (1998 - 2005)