

ALEKSANDR ZYDKOV

London, NW11 7ES United Kingdom
07860 803 046 zhidkov@hotmail.com
<https://www.linkedin.com/in/aleksandr-zydkov/>
www.mamagayo.xyz

PROFESSIONAL SUMMARY

Support Engineer with strong problem-solving and critical thinking skills, attention to detail, and a methodical approach. A multi-lingual team player and quick learner, adept at mastering new technologies efficiently. Currently engaged in self-study towards cloud computing and DevOps, demonstrating a proactive commitment to professional development in modern IT infrastructures.

SKILLS

- Remote Desktop Support
- Network Troubleshooting
- Software Installation
- Data Backup and Recovery
- Troubleshooting skills
- Technical Support

WORK HISTORY

- 05/2022 to 07/2023 **Second Line Support Engineer**
Content&Cloud MSP
- 2nd line Onsite Engineer for a range of different clients across UK.
 - Supporting BAU using range of different technologies: Azure AD, Intune, Autopilot, Ivanti patch management, SNOW, DATTO, Bomgar, Azure Virtual Desktop, etc.
- 02/2022 to 03/2022 **Helpdesk Support Engineer**
CoopSys
- Subcontracting at Royal Society as 2/3rd line support in hybrid (in-house/Azure) environment
 - Tracking of Veeam backups, supporting BAU for office users.
- 05/2020 to 07/2021 **Technical Support Engineer**
PokerStars/FullTilt
- Technical Support Specialist, supporting Pokerstars SaaS gaming platform and poker players within poker room.
- 09/2019 to 11/2019 **Technical Support Engineer**
EasyJet
- Worked at Easyjet HQ in Luton airport supporting BAU for office users.
 - Assisting with deployment of Windows10 using Microsoft Azure AD, Intune/Autopilot.
 - Testing EasyJet in-house apps in Win10 environment and installation using SCCM or manually for flight crew.
 - Setting up video conference equipment (Hub 500).
- 07/2019 to 08/2019 **Deployment Engineer**
Daisy Group
- Windows10 deployment on BBC site.
- 11/2018 to 07/2019 **Multiple Contracting Roles for Bates IT**
Atos IT – London
- Worked at NHS UCLH and BEH trusts in London assisting with different tasks during EPIC software deployment project and domain migration.
 - Over 8000 new PCs builds, network and manual PC backups, setting up

- specific label and wristband printers (1000+) over multiple hospital sites.
- DHCP server administration, static IP assigning on network equipment, master tracker list update.

04/2009 to 09/2018 **Technical Support Engineer**

PokerStars

- Worked as a Technical Support Specialist, supporting Pokerstars SaaS platform and over 100M poker players within the poker room.
- Served as an escalation point for challenging technical inquiries, demonstrating expertise in product knowledge and problem-solving abilities.
- Provided remote assistance to players, ensuring fast resolution of software and hardware concerns, affecting gaming process.
- Managing players' accounts through the use of company CMS, handling general requests such as passwords, account privileges, refunds and other.

EDUCATION

Expected in 05/2027 **No Degree: Computer Science**
Arden University - London

02/2024 **No Degree: AWS Cloud**
NetCom Training - London

A 12-week live course to re-skill individuals for roles in AWS cloud technologies. The course included Amazon Cloud Practitioner certification and learning how to apply core AWS services in the area of compute, storage, networking (EC2, S3, IAM, VPC, Lambda, Cloud Formation, RDS, Route 53, etc.). Also, training included additional technical skills such as Linux OS and writing scripts in Python/Shell.

- Awarded AWS re/Start Graduate badge

CERTIFICATIONS

CISCO Certified Entry Networking Technician, CompTIA Network+, Security+, AWS CCP, Azure Fundamentals, Linux Essential (LPI Certification), Microsoft Certified Professional, Microsoft Technology Associate (Windows Server Administration Fundamentals), Microsoft Certified Desktop Support Technician (Supporting Users and Troubleshooting Microsoft Windows)

TRAINING

- Windows 7
- Windows 10
- Server 2003/12
- ITIL Basic
- The Linux Basics course at KodeKloud, certification issued 10/2021, credential ID 6613874593849724
- Terraform for Beginners at KodeKloud, certification issued 09/2021, credential ID 4091731411117806
- Ansible for Beginners at KodeKloud, certification issued 11/2021, credential ID 8516528165573822
- Microsoft Azure exam AZ-104 at Whizlabs, certification issued 02/2023, credential ID 63DED5AF4F3F7

LANGUAGES

Russian, Lithuanian, English