# Vitaly Vasilchenko

L2 Support & Operations, moving to Infrastructure · Remote

qbwrkr@gmail.com | Telegram: @qbwrkr | Projects: github.com/danarieel | Site: danarieel.github.io

## PROFILE

L2 support engineer with fintech/web3 and SOC background. Resolved complex incidents — stuck transactions, API errors, refunds — using logs, metrics and PostgreSQL. Worked with B2B partners and external services. Moving into infrastructure and technical operations; separately interested in AI-driven process automation, including agent orchestration (n8n, Ollama, PostgreSQL). Open to remote roles in infrastructure, tech ops, or L2 with a path into infrastructure. Open to opportunities in both Russian and international markets.

## EXPERIENCE

**Technical Support Engineer (L1→L2)** Mar 2025 – Apr 2026
Evercode Lab — Remote

- Handled a high volume of user and partner (B2B) requests via Zendesk, Telegram, Slack within a strict SLA (95–100% internal stats)
- Investigated complex L2 incidents: root-cause analysis via PostgreSQL, Grafana / Zabbix, Postman and DBeaver; escalated to L3 with reproduction steps and logs
- As L2: closed L1 tasks, tracked exchange notices (deposit/withdrawal suspensions), assessed impact and created Jira tickets
- Communicated with exchange partners (B2B), analyzed changes in their operations and escalated risks
- Proposed a refund rule for deposits missing the identifier (became team standard) and Zendesk chat categorization (rolled out by team lead)

**SOC Analyst (L1)** Jun 2024 – Nov 2024
NII Spetsvuzavtomatika — Rostov-on-Don

- Worked 2/2 shifts (day/night), ensuring continuous security monitoring
- Responded to firewall alerts and suspicious activity; conducted perimeter security checks
- VM administration (VMware vSphere, SSH): server ping, health checks, process monitoring
- Administered endpoint/email security and honeypot traps; traffic analysis (Wireshark, Netflow, WAF); monitoring (Zabbix, Grafana)
- Monitored security and infrastructure alerts (Wazuh, SIEM); prepared regular reports

## SKILLS

Database
SQL / PostgreSQL

API
REST / Postman

Monitoring
Grafana / Zabbix

Security
Wazuh / WAF / Wireshark / Netflow

Infrastructure
Linux (systemd, nginx, cron) / Docker, Docker Compose, LXC (basic) / VMware vSphere / SSH

Automation
Bash / Git / GitHub / n8n (learning) / Ollama / Python

Tools
Jira / Confluence / Zendesk / Slack / DBeaver / Blockchain Explorers

Domain
Fintech / Crypto / Web3

Languages
English B2 (written) / B1 (spoken) / Russian native

## EDUCATION

2020 – 2024
Applied Mathematics & CS (Incomplete)
Southern Federal University

## COURSES

2024 · Codeby Academy
Incident Response

2023 · Stepik
Bash & System Administration

2023 · SFU Digital Dept
Linux Administration