Denis Koutser CV

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Qualification Summary:

- Over 12 years of hands-on experience in IT industry supporting and maintaining Windows based systems and servers.
- Extensive knowledge of troubleshooting computers' hardware and software.
- Development of non-standard and cost-effective solutions using PowerShell.
- Proven experience in planning, implementation, configuring small sized datacenters based on VMware ESXi and Windows Servers with different roles using various storage devices.
- Knowledge is proven by certificates.
- Have lvl 3 Millitary clearance

Skills:

- Open-minded, able to work in stressed situations.
- Able to learn quickly new technologies and skills.
- Experience working in secured sites, hardened infrastructure and strict SLA.
- Interpersonal skills as team-player or self-managed.

Areas of expertise:

Windows OS troubleshooting	PowerShell Scripting	Storage
Hardware troubleshooting	Backup and Restore	Video conferencing
SCCM	Server Roles	IP telephony
Virtualization	Design & planning	

Work Experience:

Systems Expert

Bynet Communications, LTD, Israel, 2018 to Current

Education City of Training Bases

- Supported three independent networks, including collaboration with third party vendors
- Deployed, configured and supported hundreds of Windows Servers 2008/2012 with different roles
- Maintained 10.000+ Windows Desktop OSs including XP/7/8/10
- Configured and supported vSphere environment, including upgrades of vCenter and hosts
- SCCM 2012 R2: installed, administered and supported; created software and OS deployments
- Supported storage arrays and backup solutions (Dell VNX 5400,DataDomain 2500, Networker, NetApp SnapCenter, NetApp Storage)
- Built scripts for any purposes using PowerShell (including GUI).
- Developed various tools for internal company utilization using PowerShell
- Created technical and operational documentation, trained Help Desk team
- Completed projects
  - Successfully migrated multiply datacenters from old EMC's storage to new NetApp FAS, including RDM disks, RDM to CIFS/iSCSI migration, CIFS servers` creation and integration
  - Successfully upgraded 3 VMware environments, including vCenter and hosts. Dramatically cut costs of licensing examining the real usage of products thereby saved thousands of dollars.
  - Built a solution for integration internal application "City management" (based on IBM Inform) with Active Directory for managing users' accounts. Freed up at least 4 hours per a day for a technician involved in this work.

IT (One-man site)

ECI Telecom, Israel, 2013 to 2018

- Maintained 200 Windows Desktop and laptops OSs including XP/7/8/10.
- Supported about 10 virtual and physical servers with different roles.
- Supported storage arrays and backup solutions (Dell VNX ,DataDomain 2500, Networker, NetApp SnapCenter, NetApp Storage, Backupper)
- Supported end-users remotely, by phone or frontal.
- Supported, maintained and built lab environment (350 computers and lab devices).
- Supported video conferencing rooms.
- Manage inventory and warehouse on-site.

- Managing printers with Ysoft Safeq.
- Projects:
  - Integration of IP telephony based on Snom phones and Lync servers
  - Upgrade WI-FI access points.
  - Upgrade Ysoft Safeq for printers on site.

System Administrator
Kakadoo Technologies, Israel, 2012 to 2013.
- Deployed, configured and supported lot of Windows Servers 2008/2012 with different roles
- Installed and supported Windows Desktop OSs including XP/Vista/7/8/10
- supported end-users by phone or remotely
- Migration of physical servers to virtual environment.
- Configured and supported vSphere environment, including upgrades of vCenter and hosts
- Integration of cloud backup solutions.

Help-Desk/Technician
Elad Group, Israel, 2011-2012
Israel Courts in south district
- Supported end-users remotely, by phone or frontal (800 users).
- Supported storage arrays and backup solutions.
- Built, supported and repaired desktop and notebook PCs.

Computer Technician
Technical College of Beersheba, Israel, 2008 to 2011
- Built, supported and repaired desktop and notebook PCs.
- Supported end-users remotely, by phone or frontal.
- Supporting computer rooms in middle school.

Education:
Qiryat-Ata High School

Courses:
2019
NetApp ONTAP Cluster Administration
NetApp ONTAP Data Protection Administration
2009
Microsoft Certified Systems Administrator – MCSA
2008
Microsoft Certified Professional

Certificates:

2019
NetApp Certified Data Administrator (NCDA)
YSoft SafeQ Technical Analyst
2017
Beginners' Guide to Cloud Computing and OpenStack
2013
Brainbench Information Technology Terminology
Brainbench Technical Help Desk
Brainbench Network Technical Support
Brainbench Computer Literacy (Windows XP)
Brainbench Computer Literacy (Windows 7)
Brainbench Computer Technical Support
2010
Microsoft Certified Systems Administrator (MCSA)
Microsoft Certified Systems Administrator: Messaging

2008
Microsoft Certified Professional (MCP)