

VASILIJ BESSONOV

SUMMARY

Experienced IT professional with strong business acumen, solid technical, project leadership and process skills. Expertise in managing business-critical infrastructure and complex projects in rapidly changing and challenging environments. Able to establish priorities, work independently and execute to requirements. Highly developed organizational and time management skills. Exceptional team player capable of working diplomatically and collaboratively with all levels.

EXPERIENCE

Sr. System Administrator, Everyone Counts, Inc

2014 - Present

- Maintained and supported Data Center Colo in Edison, AWS GovCloud and Commercial AWS.
- Hardware support - servers, server components, and network devices, including Cisco, EMC, HP, Palo Alto, and IBM.
- Worked closely with 21 counties IT departments to resolve networking and application issues.
- Provided phone, e-mail and in-person technical support to State and County employees.
- Provided support for Java-based and containerized applications (kubernetes).
- VMware, Linux Systems and backup Administration.
- Deployment automation using Cobbler, CHEF, SaltStack, terraform and GitLab.
- Supported WAF solutions CloudFlare and Akamai suite (Kona, Prolexic and FastDNS).

IT Operations Manager, InterFace Operations Group

2010 - 2014

- Maintain and support extensive network infrastructure, with office locations in 5 states and over 600 full time employees.
- Responsible for all IT purchasing decisions, including server hardware, networking equipment and phone systems.
- 24x7 availability for remote and on-site support, including the local datacenter with mission critical systems.
- Deploy, manage, maintain and support high-availability web and database servers, running a combination of Windows IIS, Linux Apache, MS SQL, MySQL, Active Directory, VMware and Hyper-V servers and various open source firewall and monitoring solutions. Implemented script based daily-automated backup services for all servers to purpose built NAS device.
- Established procedures for documentation, support and escalation in all organizational areas related to IT.
- Deployed three new remote office locations, including cabling, networking, workstations, phone systems and surveillance systems.

Systems Administrator, Open Hospitality, Inc.

03/2009 - 09/2010

- Deployed, managed, monitored, supported and upgraded system hardware and network infrastructure.
- Configured and deployed Dell and HP web servers with Windows IIS and Apache on Linux as necessary, including Cisco switches and routers, DNS and DHCP configurations, SAN devices, Linux based firewalls and VMware.
- Maintained equipment in a private rack collocated in a local datacenter, including providing 24x7 hardware support using remote management tools, and on-site support when necessary.
- Deployed and supported real time application monitoring tools, including Nagios and Cacti.
- Scripted automated daily backup processes using PowerShell and ASP.NET as applicable.
- Documented network infrastructure and maintained inventory of all company owned and operated IT equipment.
- Provided daily help desk support to 20+ in office personnel, and a number of remote sales associates.

Quality Control Manager, Touch Dynamic, Inc.

11/2007 - 03/2009

- Managed a team of quality control engineers, responsible for the configuration, deployment and support of retail POS systems.
- Interviewed and trained new team members, and served as the escalation point for client ticket requests.
- Established and documented quality control procedures, increasing accountability and streamlining the training process.
- Provided off-hours support and maintenance for key clients with 24x7 availability and rapid on-site arrival.
- Collaborated with international hardware vendors (primary China) for repair and replacement, as needed.

EDUCATION

City University of New York, Staten Island NY (2007)

- Bachelor's Degree in Information Systems

City University of New York, Brooklyn NY (2005)

- Associate's Degree in Computer Science