

# Dmytro Petrenko

## IT Department Manager

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### PROFESSIONAL SUMMARY

IT Department Manager with 6+ years of hands-on infrastructure experience, currently overseeing IT operations across two companies simultaneously, supporting **500+ end users**. Proven track record of reducing operational costs through virtualization migrations, AI-driven automation, and building reliable multi-site infrastructure from the ground up.

### CORE SKILLS

<b>Virtualization &amp; Servers</b>	Proxmox VE, VMware ESXi, Unraid, Windows Server (AD, GPO, DHCP, DNS), ZFS RAIDZ2, LVM-Thin
<b>Backup &amp; DR</b>	Veeam Backup & Replication, NAS (QNAP), iSCSI, disaster recovery planning
<b>Networking</b>	Multi-site VPN (IPsec, WireGuard, OpenVPN), firewall, VLAN, VoIP/GoIP, DNS
<b>Monitoring &amp; ITSM</b>	Znuny/OTRS ticketing, infrastructure monitoring, SLA management
<b>Linux</b>	Server administration, shell scripting, web hosting (Nginx, Apache), hardening
<b>Automation &amp; Dev</b>	Telegram bots, Python scripting, AI integration for IT workflows, web portals

### PROFESSIONAL EXPERIENCE

#### IT Department Manager

*Hatacot Group LTD | Israel | 2025 – Present*

- Manage end-to-end IT operations for **250+ users**, leading a team of 2 IT specialists
- Deployed an AI-powered multilingual ticketing system, reducing average ticket resolution time by **~40%** and eliminating language barriers for Hebrew/Russian/English-speaking staff
- Designed and implemented multi-location surveillance infrastructure across company sites, improving physical security coverage and enabling centralized remote monitoring
- Established standardized IT onboarding/offboarding processes, cutting new employee setup time from **2 days to under 4 hours**

#### System Administrator (Concurrent Role)

*Ravitz Computer Information Systems | Israel | 2023 – Present*

- Administer **10+ servers** and **200+ workstations** across multiple client sites
- Execute P2V migrations to Proxmox VE, reducing hardware costs by **~30%** and improving disaster recovery capabilities
- Build and maintain multi-site VPN infrastructure connecting **3+ locations**, achieving **99.5%+ uptime**
- Configure Veeam Backup solutions with automated verification, ensuring **zero data loss** across all managed environments
- Develop mobile-responsive web portals for service requests, reducing phone-based support tickets by **~25%**

## System Administrator

DOM Store | Odessa, Ukraine | 2019 – 2022

- Managed in-store IT infrastructure including POS systems, networking, and end-user support
  - Automated routine maintenance tasks using scripting, freeing **~10 hours/week** of manual work
  - Built Telegram bot solutions for internal communication and task automation
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## KEY PROJECTS

**AI-Powered Ticketing System** — Intelligent helpdesk with automatic ticket classification and multilingual support (Hebrew, Russian, English) for Znuny, reducing manual triage effort by ~50%.

**P2V Migration Program** — Led migration of legacy physical servers to virtualized Proxmox/Unraid environment, consolidating 5+ physical machines into 2 hypervisors with full redundancy.

**Multi-Site VPN Infrastructure** — Architected secure site-to-site VPN (WireGuard/OpenVPN) via VPS, connecting geographically distributed offices for seamless resource sharing.

**Telegram Bot Automation** — Custom bots for automated alerts, task management, and employee notifications integrated with infrastructure monitoring.

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## LANGUAGES

Ukrainian (Native) · Russian (Native) · Hebrew (Fluent) · English (Intermediate)

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## EDUCATION

Continuous self-education in infrastructure management, virtualization technologies, and cybersecurity fundamentals. Relevant IT training and certifications.