

SERHII ABAKUMOV

IT Manager · Infrastructure Operations · Team Leadership · Vendor & Budget Ownership
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PROFILE

IT leader with more than twenty years in technology, including fifteen years running IT departments, infrastructure operations and technical teams. Built and ran the complete IT function of a multi-branch company as IT Director, then led systems administration and infrastructure operations at Maxymiser and Oracle.

Owns the full stack end to end — corporate networks, physical and virtual server estates, cloud environments, backup and disaster recovery, monitoring, security and access management, procurement and vendor contracts — together with the operating model around it: incident, problem and change management, documentation and runbooks, capacity planning and scheduled maintenance.

KEY SKILLS

Leadership: Team leadership of up to 15 people, hiring, mentoring and performance development, IT strategy, budget ownership

Service operations: Incident, problem and change management, escalation and major-incident handling, root-cause investigation, capacity planning, scheduled maintenance

Vendor & procurement: Supplier relationships, equipment procurement, contracts, software licensing, quotations, warranty and external service providers

Infrastructure: Windows Server, Active Directory, Group Policy, WSUS; VMware vSphere, Hyper-V, Proxmox; Oracle Cloud Infrastructure; backup and disaster recovery

Networking: TCP/IP, DNS, DHCP, VLAN, Wi-Fi, firewalls, NAT, routing, VPN; Cisco, MikroTik, Ubiquiti, Huawei

Monitoring: Zabbix, Grafana, OCI Monitoring — availability, capacity and resource utilization

Tooling: Jira, Confluence, Zendesk, Workspace ONE, Oracle EMP, Action1, Microsoft 365

Delivery: Product ownership, requirements analysis, stakeholder management, software delivery and production support

Documentation: Standards for server inventories, network diagrams, configuration records, recovery procedures and runbooks

PROFESSIONAL EXPERIENCE

Oracle

IT Manager / Systems Administration Team Lead

2017 – 2024

- Led a team of 5 system administrators, owning workload allocation, technical decisions, mentoring and professional development.
- Owned IT infrastructure and services supporting 150 employees across 3 sites.
- Set the direction for infrastructure architecture, standards and operational practice.
- Planned and executed infrastructure upgrades, server migrations and scheduled maintenance programs.
- Ensured availability of business-critical applications and their supporting infrastructure.
- Acted as escalation point for complex incidents and coordinated cross-team resolution with development and operations groups.
- Governed incident, service-request and change management through Jira, Confluence and Zendesk.
- Managed supplier relationships, equipment procurement, contracts, licensing and quotations.

Oracle

IT Support / End-User Computing Specialist — Global IT Support

2024 – Present

- Deploy and operate virtual servers and project environments in Oracle Cloud Infrastructure.
- Monitor OCI infrastructure and application metrics through Grafana dashboards, tracking service availability, resource utilization and operational health.
- Lead investigation of infrastructure, application and connectivity incidents and drive them to resolution with engineering teams distributed across multiple regions and time zones.
- Participate in incident, problem and change management, including root-cause investigation and post-change verification.
- Own the endpoint lifecycle across the local estate — inventory, configuration, software deployment, patching and compliance monitoring — using VMware Workspace ONE and Oracle EMP.
- Author operational procedures, troubleshooting instructions, runbooks and knowledge-base articles.

Maxymiser

Systems Administration Team Lead

2014 – 2017

- Led a team of 5 engineers across server, network and end-user infrastructure for a 200-employee organization.
- Designed and deployed the Proxmox virtualization platform, including host provisioning, virtual storage and backup scheduling.
- Provisioned and operated virtual machines hosting databases, application servers and internal services.
- Deployed Zabbix monitoring across servers, virtual machines and network equipment, covering resource utilization and service availability.
- Administered Windows Server and Microsoft Active Directory — users, groups, Group Policy, WSUS, DNS, DHCP, file resources and access permissions.
- Designed and configured firewalls, NAT, VLANs and remote-access VPN connectivity, including L2TP/IPsec, WireGuard and ZeroTier.
- Coordinated major-incident resolution and business-service restoration.

Balance-Club

IT Director & Product Owner

2004 – 2013

- Directed IT strategy and reported technology decisions to company leadership.
- Led system administrators, developers and external technical providers — a combined team of 15.
- Designed and deployed corporate networks, physical servers, virtual infrastructure and IT services across 3 company branches serving 300 employees.
- Owned system availability, backup, maintenance, security and operational continuity for the whole company.
- Owned product strategy and requirements for commercial warehouse, sales, accounting and branch-management applications.
- Served as Product Owner for a commercial information and reference database sold in more than 10,000 licensed copies.

INDEPENDENT INFRASTRUCTURE PROJECT

Small organization — part-time, outside core working hours

Systems Administration Lead

2020 – 2024

- Designed, deployed and operated the complete IT infrastructure for an 85-employee organization across 3 locations, owning technical decisions and ongoing service operations.
- Deployed and administered virtualization environments on Proxmox, VMware vSphere and Microsoft Hyper-V.
- Designed and monitored scheduled virtual machine backups, recovery and service-restoration procedures.
- Installed and administered Microsoft Active Directory — users, groups, roles, permissions, Group Policy, DNS, DHCP and file resources.
- Configured firewalls, NAT, VLANs and remote-access VPN connectivity (L2TP/IPsec, WireGuard, ZeroTier).
- Automated routine administration and maintenance tasks using management tooling and scripts.
- Produced server inventories, infrastructure diagrams, recovery procedures and operational runbooks.

EARLIER CAREER

Balance-Club — Head of Software Development (2000–2004) and Software Developer (1997–2000). Led development and business-automation projects and delivered document-management and legislative information systems using SoNet, Delphi, C and Lotus Domino Server.

TRAINING & RECOGNITION

Oracle Cloud: Oracle Cloud Infrastructure Foundations · Oracle Cloud Overview · CyberSecurity and Oracle Cloud

Microsoft 365: Microsoft 365 core services and admin controls · SharePoint and OneDrive governance for Microsoft 365 Copilot · Microsoft Entra ID administration (Microsoft Learn, 2026)

Oracle Data: Oracle Database · Oracle SQL · Oracle MySQL · MySQL Database Service · Oracle Application Development

Recognition: 10 Years of Service Award — Oracle

EDUCATION & LANGUAGES

Education: Oles Honchar Dnipro National University — Faculty of Applied Mathematics

Languages: English — professional working proficiency, used daily with global IT teams · Ukrainian and Russian — fluent · Polish — basic, actively learning