

ANTON BOBRY SHEV

IT OPERATIONS | SYSTEMS ADMINISTRATION | WEB AUTOMATION & INTEGRATION

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PROFESSIONAL PROFILE

Versatile Senior IT Infrastructure & Support Engineer with 20+ years of experience supporting end users, maintaining business-critical systems, and streamlining IT operations across corporate, multi-site, and educational environments. Hands-on background in **Windows & Linux administration, Microsoft 365, Active Directory, networking, and web automation/ERP integrations**. Combines systematic troubleshooting and practical ownership of issues with clear, user-focused communication from initial triage through to complete resolution.

CORE COMPETENCIES

Service Desk & User Support 1st/2nd line support, incident triage, onboarding, documentation, SLA-aware escalation	Systems & Applications Windows 10/11, Windows Server, Active Directory, Microsoft 365, Ubuntu/Debian Linux
Hardware & Endpoints PCs/laptops, imaging, thin clients, printers/MFPs, scanners, projectors, interactive boards	Networking & Remote Access TCP/IP, DNS, DHCP, Wi-Fi, routers/switches, VPN, RDP, AnyDesk, TeamViewer, SSH

PROFESSIONAL EXPERIENCE

Volunteer Infrastructure & Technical Support Engineer | Civil Rights & Freedom of Information Initiatives *Sep 2024 – Present*

- Founded and maintain VamosVPN, a non-profit VPN service supporting 600+ users across 10 Linux server nodes, focused on availability, connectivity and secure communications.
- Provide 1st/2nd line support through Telegram and custom Python/Node.js bots, resolving user setup, network and service-reliability issues.
- Deliver pro-bono technical support and Microsoft 365 workspace administration for the Russian Democratic Society; assist with digital operations and asset distribution.

Systems Administrator & ERP Implementation Engineer | Wilgood *Apr 2021 – Nov 2024*

- Led end-to-end client onboarding and technical implementation of a proprietary ERP platform across regional sites, guiding new franchises from initial deployment to operational go-live.
- Administered Active Directory accounts, Microsoft 365 services, user permissions and identity controls, supporting smooth onboarding and secure access for distributed teams.
- Provided 2nd/3rd line support for Windows 10/11, MacOS workstations, network hardware and core business software; diagnosed complex infrastructure issues against SLA targets.
- Delivered client technical training, managed system setup and resolved software integration challenges during post-launch support.

Systems Administrator & Web Developer | Puteshestvie.ru *Jan 2017 – Apr 2021*

- Consolidated legacy databases into a unified PHP/MySQL and Python (Flask) CRM; integrated Asterisk telephony APIs and web-automation tools to improve booking workflows.
- Maintained IT across distributed sales offices, including RDP environments, IP telephony, CCTV, backups and network troubleshooting.
- Built and maintained regional promotional websites and automated SMS/email campaigns using booking data and analytics.

Head of IT / Senior IT & Infrastructure Coordinator | Winery Hall / EuroCave *Aug 2008 – Jan 2017*

- Built and grew a wine and gourmet e-commerce platform from the ground up, including a 10,000+ SKU catalogue, custom search/filtering and inventory modules; led SEO work that achieved top-three search rankings on Google and Yandex.
- Managed IT across offices, warehouses and retail sites: servers, site-to-site VPNs, POS systems, label printers and handheld barcode/data-collection terminals.
- Administered 1C Enterprise databases and retail systems; improved stocktaking and warehouse inventory processes with custom data-processing scripts.
- Led five IT/web specialists and coordinated procurement, suppliers and technical relationships with partners including EuroCave and beverage distributors.

Educational IT Support Specialist & Systems Administrator | Minin University & NNGASU *Nov 2004 – Jul 2008*

- Delivered end-to-end IT support for university campuses, computer labs, classrooms and regional distance-learning hubs.
- Maintained PCs, networks, printers, projectors, interactive boards, servers and thin-client environments; supported staff and students with day-to-day technical issues.
- Developed internal web and examination portals and helped teaching staff use educational software and IT tools.

EDUCATION

Bachelor’s Degree in Philology & Foreign Literature — Minin Pedagogical University, 2008