

Konstantin Suvorov

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Senior Systems Engineer (DevOps, SRE)

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Tech Lead – Systems Architect

Saint-Petersburg, Russia 



Versatile IT professional with 20 years of hands-on experience in systems engineering and operation. Oversaw globally-scaled architectures with 100K+ connected devices and 3M+ users. Expertise in bridging engineering to business requirements. Led a support team to achieve a 90% customer satisfaction score. DevOps advocate, automation enthusiast, responsive mentor, community contributor.

WORK EXPERIENCE

2020 – 2022 Senior Systems Engineer, EPAM

EPAM: one of the world's largest manufacturers of custom software and consulting providers.

Client: a global leader in information and analytics for researchers and healthcare professionals.

- Architected and successfully executed a migration of the cloud infrastructure of an acquired product with 3M+ users to match the Enterprise's standards (the documentation set was noted by the architecture board as "exceptional")
- Enabled new markets in China for a multi-platform application by utilizing Infrastructure as Code methodology
- Reduced rollout times for new versions from days to minutes with push-button deployments backed by automated CI/CD pipelines and containerized applications
- Decreased MTTD to less than 10 minutes by implementing synthetic testing and improving application logs management
- Reduced manual regression test runs by 50% with blue-green deployments and adoption of reusable artifacts
- Decreased infrastructure spends by 40% through improved architecture, purchasing options and tax management
- Conducted 1 tech talk and 5 solution demos, contributed 1 lecture materials for DevOps school, participated in 4 assessment sessions as an expert receiving a 4.5/5 feedback score
- Was recognized as Customer's Trusted Advisor and Customer Focus Hero within a business unit for two consecutive years

2015 – 2020 Systems Engineer and Systems Architect as an independent IT consultant

- Architected and implemented multi-node Docker-based environments for client's PaaS solution (integration with 6 cloud vendors, 30+ roles for managed applications, 2 patches to OSS projects)
- Achieved 99.95% uptime while supporting client's SaaS solution with 100K+ connected devices (M2M) by utilizing automated tests, performance monitoring and suggesting improvements
- Reduced deployment times from hours to minutes for client's SaaS solution through applying IaC approach and replatforming application to containers (70+ automation roles)
- Decreased RPO to 1 minute for client's ATM management system by designing and implementing a highly available cross data center architecture
- Discovered 10+ exposed high-severity vulnerabilities on clients' systems while performing security audits
- Reduced rollout times and minimized deployment failures for client's trading system by implementing automated CI/CD pipelines with rolling updates
- Promoted Ansible by delivering 3 public talks on advanced use cases with up to 100 attendees, wrote 4 articles, achieved 40K+ reputation on StackOverflow

2009 – 2015 Head of IT, C.Nord

Core products: Alarm monitoring systems and hosted SaaS for central monitoring stations.

- Led a team of 5-10 FTEs to deliver 24/7 support of business-critical infrastructure and services for the Company and its B2B customers
- Planned and executed 2 stitchless office relocation projects for 100+ employees
- Increased availability and decreased OPEX for the Company's SaaS offering by migrating infrastructure from on-premises to AWS cloud via an intermediate datacenter
- Reduced software licensing costs by adopting open source solutions and migrating to SaaS office suite
- Achieved customer support satisfaction rate of 90% by introducing a ticketing system, a public knowledge base and technical webinars

2003 – 2009 IT Engineer, C.Nord

- Optimized hardware utilization by adopting server virtualization technologies
- Eliminated communication hurdles by building a shared network across multiple offices
- Improved customers' experience by implementing IP telephony with custom scripts
- Contributed to pre-sales and market research activities at 10+ international technology fairs

EXPERTISE

- **Automation** — IaC transformation projects with Terraform, Ansible and Packer; CI/CD pipelines with Drone CI, CodeBuild, Gitlab and Jenkins; artifacts management with Artifactory
- **Cloud** — multi-region, multi-account architectures and niche cases (AWS China); global and small vendors; cloud-native designs with Docker containers and serverless compute
- **Architecture** — distributed systems; HA systems; zero-downtime infrastructure migrations; protected content delivery
- **Monitoring** — from conventional solutions with Zabbix to full-stack distributed tracing and APM with Jaeger/Prometheus/Grafana and New Relic; adoption of SLI/SLO
- **Performance** — applications and dependencies profiling; auto-scaling designs; cache and CDN
- **High Availability** — no-SPOF architectures; E2E automated tests; backup and DR scenarios
- **Networks** — site-to-site VPNs; load balancing and proxying solutions; deep packets inspection
- **Programming** — numerous Bash and Python scripts; plugins and extensions for IaC and CI/CD
- **Security** — vulnerabilities and code scanning; PII protection; OWASP awareness
- **Documentation** — architecture artifacts and decision records; project KBs; runbooks; blameless post-mortems
- **Management** — incidents handling; priorities and resources optimization; costs control; business continuity; engineering mentoring

EDUCATION

2000 – 2006 B.S. and M.S. in Informatics and Applied Mathematics, ITMO University

CERTIFICATIONS

2020 AWS Certified Solutions Architect - Associate

TRAININGS

2020 Certified Kubernetes Administrator (CKA) with Practice Tests (Udemy)

2017 Information Security: Context and Introduction (Coursera, by University of London)

