

# Igor Marchuk

AIOps Support Engineer | L3 Cloud Support Engineer | Lead Systems Engineer

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## PROFESSIONAL SUMMARY

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Results-driven Lead Systems Engineer with 12+ years of hands-on experience in technical support, cloud operations, L3 escalation, and IT infrastructure. Proven expertise in Google Cloud Platform (GCP), log monitoring, IAM, SSL inspection, SSO troubleshooting, Google DLP, and enterprise AI services support.

Strong background leading technical support teams, delivering high-quality L2/L3 support for strategic customers at Google and Barclays Capital. Certified Google Professional Cloud Architect with extensive experience in automation, source code debugging, and translating complex technical issues for non-technical stakeholders.

**Career Goal:** Seeking L3 or AIOps Support Engineer roles to leverage deep GCP expertise, incident management, AI platform operations, and enterprise technical support leadership.

## PROFESSIONAL EXPERIENCE

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### Lead Application Support Engineer (Systems Engineer)

*EPAM Systems – Google Client*

February 2017 – Present (9+ years) • San Jose, CA

- Lead a team of 7 engineers providing advanced L3 support for enterprise ChromeOS, Chrome Browser, MDM, WebRTC, and application virtualization solutions.
- Serve as L3 escalation point for complex issues across ChromeOS, enterprise applications, and Google Cloud services, including daily alert triage, proactive log monitoring, and issue resolution for business stakeholders.
- Perform advanced troubleshooting using packet captures (Wireshark), HAR analysis, mitmproxy, and source code debugging (C++, Python, Java, TypeScript).
- Design, build, and maintain enterprise test environments including compute servers, storage, SSL inspection, Enterprise WiFi (802.1x), Active Directory/Entra ID, proxy, certificate infrastructure, and traffic filtering.
- Troubleshoot SSO failures, identity integration issues, and access requests across multiple identity platforms with least-privilege principles.
- Administer enterprise Mobile Device Management (MDM) across a multi-platform fleet — iOS and Android via Google MDM, macOS via Jamf, and Windows via Google Enhanced Desktop Security — enforcing security policies, compliance, and device lifecycle management.
- Administer Google DLP policies and investigate data loss prevention issues in Google Admin Console.
- Manage multiple concurrent incidents in fast-paced environments with clear communication to Research Management and business teams.
- Key Technologies: Google Cloud Platform (GCP), IAM, Docker, Kubernetes, Linux, Windows, macOS, ChromeOS, WebRTC, Python, bash.

### Lead Application Support Analyst

*EPAM Systems – Barclays Capital*

August 2010 – February 2017 (6.5 years)

- Served as Lead Application Support Analyst and SME for 20+ Equity Derivatives and Structured Products applications, providing L2/L3 support in a high-stakes financial environment.
- Supported the BARX Comet platform and managed overnight risk batch processes for portfolio valuation and Greeks calculation on OTC structured derivatives and exotics.
- Owned full infrastructure lifecycle for critical financial systems including compute, storage (Oracle), messaging (IBM MQ), and scheduling (Autosys).
- Oversaw change management, major incident resolution, and application infrastructure support; planned and implemented major change releases, DR testing, and Windows 7 migration projects.
- Utilized ServiceNow and Jira Service Management for ticket tracking, request fulfillment, and incident management.
- Developed automation and reporting tools in Python, Perl, and Java to streamline support and monitoring.
- Coached and mentored junior engineers across teams.

## IT Systems Administrator & IPTV Service Owner

*Bilink ISP LTD*

August 2010 – August 2011 (1 year)

- Designed, built, and supported IT infrastructure for 10,000+ users, managing 20+ physical servers, storage, virtualization (OpenVZ), clustering, and custom “cloud” platform.
- Owned end-to-end IPTV service delivery using Juniper, OpenVPN, Radius, and high-availability solutions.
- Implemented Zabbix monitoring system and full technical documentation.

### Additional Experience

- **IT Support Company Owner** (2002–2009) – Built and managed IT infrastructure for multiple companies (banking, travel, manufacturing).
- **English Teacher** (2009–2010) – Boya Education, Shenzhen, China.

## TECHNICAL SKILLS

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<b>Cloud &amp; AIOps</b>	Google Cloud Platform (Professional Cloud Architect), Log Monitoring & Analysis, IAM, GCP Troubleshooting, Google Workspace, Google Kubernetes Engine, Cloud Operations
<b>Identity &amp; Security</b>	SSO (SAML), Azure AD / Entra ID, SSL/TLS Inspection, Certificate Management, Google DLP, Netskope-equivalent CASB troubleshooting, Wireshark, mitmproxy
<b>Infrastructure &amp; Platforms</b>	Linux/Unix, Windows, macOS, ChromeOS, Docker, Kubernetes, Proxmox, Hyper-V, OpenVZ, Active Directory, Jamf, Intune
<b>Automation &amp; Scripting</b>	Python, Perl, bash, PowerShell, Java, TypeScript, GitHub Actions, SQL, PL/SQL
<b>Monitoring &amp; Tools</b>	Zabbix, Wireshark, HAR Analysis, Buganizer, Jira, ServiceNow, Confluence
<b>Other</b>	WebRTC, HTTP/HTTPS/QUIC, Enterprise WiFi (802.1x), DNS, DHCP, VPN, Blockchain, TensorFlow

## CERTIFICATIONS

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- **Google Professional Cloud Architect** (2018)

## EDUCATION

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### Bachelor of Computer Sciences

*University of State Fiscal Service of Ukraine*

Specialty: Intelligent Control and Computing Systems

## LANGUAGES

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English (Fluent) • Russian (Native) • Chinese (Conversational)