

DANIIL KULAKOV

IT SUPPORT TECHNICIAN

Windows endpoints | PC hardware | L1/L2 support

Open to remote work | Open to international relocation | +7 951 741 34 64

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2+ YEARS

part-time contract IT support

50+ PCs

built, upgraded, or prepared

WINDOWS + LINUX

endpoint and VPS work

PROFILE

IT support technician with 2+ years of part-time contract experience supporting Windows endpoints, resolving hardware, software, and connectivity incidents, and preparing 50+ PCs. Hands-on with Ubuntu VPS administration, SSH, Apache, MySQL, VPN services, and remote support. Seeking L1/L2, desktop support, helpdesk, or junior system administration roles. Open to Japan, South Korea, Southeast Asia, and other suitable locations.

EXPERIENCE

KiliaService

IT Support Technician / Junior System Administrator

Part-time Contractor | Nov 2023 – Mar 2026

- Supported Windows 7/10/11 users with OS, driver, and application installation, configuration, and troubleshooting.
- Diagnosed hardware faults, replaced components, and restored affected workstations to stable operation.
- Built, upgraded, and prepared 50+ PCs, including Windows deployment, peripheral setup, and functional checks.
- Resolved Wi-Fi, router, VPN, and device connectivity issues; documented recurring problems and practical fixes.

SELECTED WORK

MinatoCargo Marketplace

PHP / MySQL / JavaScript / role-based workflows

[daniilportfolio-lake.vercel.app/project.html?project=minatocargo-marketplace](#)

Built a database-backed marketplace with seller and admin workflows, multilingual UI, account management, support forms, and structured troubleshooting.

Self-Hosted Services

Ubuntu VPS / Apache / MySQL / SSH / WinSCP

Deployed and maintained a personal website, VPN, and Telegram Web App, including configuration, updates, service checks, and routine Linux maintenance.

EDUCATION

Specialist Diploma, Information Systems and Programming

Cherepovets Vocational Technical College (CHLMT) | Sep 2022 – Jun 2026

Coursework: SQL Server fundamentals, TCP/IP and IP addressing, routing/switching, and information systems design.

CORE SKILLS

Endpoint Support

Windows 7/10/11 | OS deployment | drivers | updates | Microsoft 365 | peripherals

Hardware

PC builds and upgrades | component diagnostics | replacement | functional checks

Networking

TCP/IP | IP addressing | Wi-Fi | routers | VPN basics | device connectivity

Linux and Remote

Ubuntu | SSH | WinSCP | VirtualBox | Apache | MySQL

Tools and Concepts

Active Directory fundamentals: users, accounts, permissions | SQL Server fundamentals | documentation

TARGET ROLES

Desktop Support | Help Desk | Service Desk | Technical Support | Junior System Administrator

LANGUAGES

Russian	Native
English	B2
Japanese	JLPT N2

WORK STYLE

- Structured troubleshooting
- Clear user communication
- Documentation and follow-through
- Independent learning

AVAILABILITY

Open to remote work immediately. Open to on-site work and international relocation, including Japan, South Korea, and Southeast Asia. Visa sponsorship required for other on-site locations.