

Daniil Kulakov

IT SUPPORT TECHNICIAN

Windows endpoints / PC hardware / L1-L2 support

CONTACT / LOCATION

Cherepovets, Russia | Open to relocation
+7 951 741 34 64 (WhatsApp)
dorelore5@gmail.com
LinkedIn / Portfolio

2+ YEARS

part-time contract support

50+ PCs

built or upgraded

WINDOWS + LINUX

endpoint and VPS work

01 / PROFILE

IT support technician focused on Windows endpoints, PC hardware, and first-line troubleshooting. Over two years of part-time contract work, resolved day-to-day OS, software, hardware, and connectivity issues and prepared 50+ PCs. Also maintain personal services on an Ubuntu VPS.

02 / EXPERIENCE

KiliaService

IT Support Technician / Junior System Administrator

Part-time Contractor | Nov 2023 - Mar 2026

- Supported Windows users with OS, driver, and application installation, configuration, and troubleshooting.
- Diagnosed hardware faults, replaced components, and returned affected systems to working condition.
- Built, upgraded, and prepared 50+ PCs, including Windows deployment, peripheral setup, and functional checks.
- Handled Wi-Fi, router, and device connectivity issues; documented recurring problems and practical fixes.

03 / EXPERTISE

Endpoint support: Windows 7/10/11, OS deployment, drivers, updates, applications, peripherals

Hardware: PC builds and upgrades, component diagnostics and replacement

Networking: TCP/IP and IP addressing fundamentals, Wi-Fi, routers, device connectivity

Linux and remote: Ubuntu, SSH, WinSCP, VirtualBox, Apache, MySQL

Working knowledge: Microsoft 365, Active Directory user/account/permission concepts, SQL Server fundamentals

04 / SELECTED WORK

MinatoCargo Marketplace

PHP / MySQL / JavaScript / role-based workflows

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

05 / 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, information systems design.

06 / LANGUAGES

Russian - Native | English - B2 | Japanese - JLPT N2

Available for remote work and relocation. Visa sponsorship required for on-site roles.