ALEKSANDR ABRAMENKO

Not an impostor. Usually the one fixing comms.

Profile

Hello, world! My name is Alex.

I like technical problems that refuse to fit neatly into one job title. Sometimes that means building analytics dashboards for Dota 2 teams. Sometimes it means debugging diskless boot crashes in a LAN cafe, tracing a vendor bug to a third-party API, or designing a Secure Boot-compatible Windows deployment pipeline because the standard tools were not flexible enough.

I'm most useful when the task starts as "we need this to work, but we're not sure how yet." I like working where software, infrastructure, operations, and business reality collide: messy systems, missing documentation, fragile integrations, manual workflows, and problems that only become obvious after something important breaks.

Give me enough context, ownership, and the resources to fix root causes instead of symptoms — and I'll turn that mess into something documented, repeatable, and maintainable.

Experience

Dreamcore

Technical Project Manager & IT Operations Lead

APRIL 2024 - PRESENT

Currently working in a hybrid **Technical Project Manager / IT Operations Lead** role, responsible for infrastructure, automation, internal tooling, and technical execution across gaming and PC-related operations.

One of my main projects was the technical ownership of **Haven**, a gaming cafe project where I applied lessons learned from previous LAN cafe infrastructure. Instead of relying on a fully diskless setup, I moved toward a caching-based model and designed a centralized game update distribution workflow. Game files were updated once, uploaded to a central server, and then synchronized to client PCs in the background only when they were not actively used by players.

To make that process reliable at scale, I built around file integrity rather than blind copying. After evaluating SMB limitations, I moved the workflow toward **MinIO** and **rclone**, allowing hash-based synchronization, reduced unnecessary network traffic, and more predictable game update delivery in a Windows client environment. The project was later closed for business reasons, but the technical side reached a stable and production-ready state.

In the broader IT operations role, I support existing infrastructure and work on OEM operating system deployment for prebuilt PCs. I designed a custom Secure Boot-compatible deployment workflow capable of booting tools such as MemTest, WinPE, and disk utilities, with post-install automation that handles much of the work previously done manually by assembly staff.

I am also currently working on a major migration from **WooCommerce** to **Shopify** with a custom frontend, aiming to modernize the company's ecommerce platform while keeping the flexibility needed for custom PC configuration and future integrations.

Linux | MinIO | rclone | Windows Deployment | Windows PE | IT Operations | Laravel | Astro | Shopify

Reality Rift

Dota 2 Analyst & IT Operations Lead

FEBRUARY 2021 - APRIL 2024

Worked in a hybrid role at a Singapore-based esports and gaming company, starting as a full-time **Dota 2 Analyst** and later growing into a de facto one-person IT department responsible for infrastructure, internal tools, and technical operations.

On the esports side, I built custom analytics dashboards, prepared Dota 2 draft insights for hero picks and bans, and analyzed large volumes of match replay data to support the team's understanding of the meta. Some workflows involved processing terabytes of replays on high-performance hardware for days at a time, turning raw match data into statistics that could be used for preparation and decision-making.

Over time, my role expanded into full ownership of the company's technical environment. I handled disaster recovery, created documentation for previously undocumented infrastructure, trained junior staff, coordinated with vendors, and supported the launch of a second location. A large part of the work involved stabilizing a diskless boot environment used by the LAN cafe, including troubleshooting network-related crashes, unreliable client hardware, legacy Linux services, time synchronization issues, and storage-level behavior that affected boot stability.

I also worked on the company's internal and customer-facing software: testing cafe management platforms, successfully migrating operations from **SmartLaunch** to **Gizmo**, building a Vue-based website, integrating authentication with Gizmo, and adding business and financial analytics.

One of the more memorable fixes involved tracing a Gizmo country-selection issue to a third-party GeoIP/country data API and contributing a fix that made localized country lists sort correctly for real users.

Linux **Windows Server** **Dota 2 Analytics** **Disaster Recovery** **Vue.js** **Gizmo API** **Network troubleshooting** **LAN Cafe management**

Magnit

L3 Support Engineer

DECEMBER 2020 - FEBRUARY 2021

Worked as an **L3 Support Engineer** in a large distributed retail IT environment, supporting backend services and server infrastructure for one of Russia's largest grocery retail chains.

The role focused on troubleshooting internal microservices, investigating production issues, and supporting server-side systems running on legacy Linux environments. Even during a relatively short time there, I gained practical experience with large-scale retail infrastructure, where reliability depended on many distributed server endpoints across stores and internal systems.

I also built a prototype **Ansible** playbook for provisioning new servers, exploring a more repeatable and automated approach to infrastructure setup instead of relying entirely on manual configuration.

Linux **Microservices** **Ansible** **Distributed Infrastructure** **Retail Operations**

Mobile TeleSystems

Incident Management Engineer

APRIL 2019 - DECEMBER 2020

Worked in a large-scale telecom operations environment at one of Russia's largest mobile operators, supporting incident management processes for services used by tens of millions of customers.

During my first months, I worked directly with high-pressure incident flows in **Remedy ITSM** and HP-based ITSM tooling, tracking production issues, priorities, ownership, and SLA status. This gave me practical experience with operational discipline, escalation logic, and the pace of support work in a nationwide telecom environment.

After repeatedly dealing with manual incident tracking, I started working closely with a local analyst and learned **PL/SQL** and the internal data structure behind the ITSM systems.I then built a custom dashboard for the team that surfaced the incidents that actually required attention: highest-priority unresolved issues, tickets approaching SLA breach, stale incidents with no recent activity, and newly created incidents that had not yet been assigned.

The dashboard became part of the team's day-to-day workflow and continued to be used after I left the company, including as a live view on the department's main monitoring screen. I also used the same data access and reporting skills to prepare ad-hoc incident analytics for other internal teams.

PL/SQL | Custom Dashboards | Telecom Operations | Incident Monitoring and Analytics | Remedy ITSM

Kuban State Agrarian University

Information Systems and Technologies · Graduated with honors

SEPTEMBER 2015 - JUNE 2019

Graduated with honors in **Information Systems and Technologies**, combining formal software engineering education with hands-on infrastructure and support experience.

My capstone project was a full-stack esports platform for the university's Dota 2 community. It integrated with **Steam API**, **OpenDota**, and **Challonge** to provide player statistics, leaderboards, looking-for-team features, and tournament tracking. The system allowed students to find teammates from their faculty by rating and role, while also serving as a database for current and future tournaments.

In parallel with my studies, I worked in the university's IT support team. My work focused on Windows diagnostics, workstation preparation, and maintaining computer classrooms. I automated repetitive setup tasks with **Batch** and **PowerShell**, and used **Group Policy** to build more resilient lab environments that were harder to break and easier to maintain.

PHP | Bootstrap | Steam | OpenDota | Windows | PowerShell | GPO

My Stack

These are the tools, technologies, and preferences I keep coming back to — not because they are trendy, but because they have proven useful in real projects, weird production issues, and systems that had to work outside of clean demo environments.

My default comfort zone is Linux, Laravel, practical automation, internal tools, and infrastructure that is simple enough to understand when something breaks at 2 AM. I like fast websites, boring reliability, useful dashboards, and workflows that remove manual clicking from someone's daily life.

Also: good music helps. A lot.

Infrastructure

Alma Linux | NGINX | MariaDB

Web development

Laravel | Vue | Astro | daisyUI

Daily drivers


CachyOS


ChatGPT


fish shell


ULTRAKILL OST

Things I like building:

- “Make it work somehow”
- Products that load fast
- Internal tools and dashboards
- Deployment pipelines
- Systems that replace manual clicking

Outside the stack:

- Learning to cook one dish at a time
- Doom, Minecraft, Dota 2, S.T.A.L.K.E.R, Stellaris, Skyrim, Baldur's Gate 3, Disco Elysium
- Minecraft and S.T.A.L.K.E.R modding
- Open-source contributions
- Self-hosted infrastructure experiments
- Music that makes debugging feel like a boss fight