

# Ilan Pushkin

IT Systems & Network Engineer · Python Backend & Apps · AI Integrations

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Open to relocation and to discussing offers worldwide.

I run, automate, and code the systems IT teams depend on - servers, networks, identity, and the internal tools on top. Backend developer on a hands-on systems and network background, comfortable in Python (FastAPI / Flask), Linux, cloud (GCP / AWS), and identity / SaaS (Okta, Jamf, M365, Google Workspace). I turn messy manual processes into APIs, integrations, and AI-augmented services that make IT smoother, faster, and more secure. Open to relocation and to discussing offers worldwide.

## SELECTED PROJECTS

### AI-Powered IT Agent - Fiverr

Role-aware virtual agent built with OpenAI Agents SDK and Responses API, integrating Jamf, Okta, and Freshservice for support actions, automated remediation, and self-service.

OPENAI AGENTS SDK · RESPONSES API · FASTAPI · OKTA · JAMF · FRESHSERVICE

### Freelancer Management System (FMS) - Fiverr

Internal platform centralising contractor hiring, onboarding, and lifecycle management. RBAC, audit logging, Okta OIDC SSO.

FASTAPI · REACT · OKTA OIDC · REDIS

### Snipe-IT ↔ Jamf Inventory Sync - Fiverr

Deployed Snipe-IT on Kubernetes and built asset-maintenance workflows for Jamf sync, new asset intake, ownership, warranty, and lifecycle.

PYTHON · SNIPE-IT · JAMF · KUBERNETES

### R&D Ticket Bridge (Monday ↔ GitHub Issues) - Fiverr

Bi-directional integration so R&D tickets stay in sync between Monday boards and GitHub Issues, with automated status updates.

PYTHON · MONDAY API · GITHUB ISSUES

### MCP Gateway - Personal

SaaS that orchestrates multiple Model Context Protocol servers behind a unified interface, with role-based tool authorisation for downstream AI agents.

PYTHON · MCP · AUTH

### Agent Lab - Personal · ilanpushkin.com/lab

Grounded retrieval + LangGraph agent over your own documents, with every step (planner, retrieval, tools, tokens) inspectable.

FASTAPI · NEXT.JS · PGVECTOR · LANGGRAPH

## EXPERIENCE

### Fiverr · IT Systems Developer

Mar 2024 – Oct 2025 · Israel

Reporting to the VP of Business Technology, technical owner for IT automation across the company.

- Designed and built Python (FastAPI) and JavaScript services automating IT processes and integrating Okta, Freshservice, Salesforce, Google Workspace, and Monday.
- Owned all internally-built IT tooling, maintenance, new features, and migrations off legacy scripts.
- Configured and operated SysOps + security platforms: Okta, Axis ZTNA, Jamf, GCP project governance.
- Acted as technical escalation point for Helpdesk, SysAdmin, and Security teams.
- Partnered with HR / Finance / R&D to ship the integrations they actually needed instead of one-off scripts.

### Autobrain.ai · IT / DevOps Specialist

Sep 2023 – Mar 2024 · Israel

- Provisioned and tuned GPU-capable Linux servers across bare metal, ESXi, and AWS EC2 for model training.
- Maintained Python environments and ETL / backend services, debugged pipelines for reliability and observability.
- Automated server config, onboarding / offboarding, and asset tracking with Ansible + Bash.
- Built chat-ops automation for EC2 lifecycle management (start / stop / status).

### Gett · IT Support Specialist

Jun 2022 – Sep 2023 · Israel

- Administered the core IT stack: Google Workspace, M365, Active Directory, Jamf, Intune, Fortinet, VMware vSphere.
- Built Python apps to automate HR / IT workflows (onboarding, offboarding, approvals).
- Introduced OpenAI-backed self-service troubleshooting in early 2023.
- Reorganised the IT knowledge base to deflect repetitive tickets.

### Domino's Israel · IT Technician

May 2021 – Jun 2022 · Israel

- Led a full WAN / LAN refresh: migrated 60+ branches from unmanaged kit to managed Aruba switching + ClearPass NAC.
- Stood up branch monitoring / alerting, migrated card readers to EMV-compliant standards.
- Hardened endpoints with Carbon Black + Cisco security tooling.

### Malam Team (Mertens Hoffman) · Network Technician

Dec 2020 – May 2021 · Israel

- Hospital networking for Beilinson and Hasharon, 160+ switches, ~8 000 ports. Led a cardiology-ER L2 upgrade with Portnox NAC under SLA / compliance constraints.

## SKILLS

### BACKEND, APPS & AUTOMATION

Python (FastAPI, Flask, asyncio) · JavaScript / TypeScript · Bash · PowerShell · REST / GraphQL APIs · webhooks · SDK integrations · CLI tooling

### NETWORKING & SECURITY

Cisco · Aruba · Fortinet FW / VPN · Ruckus Wi-Fi · VLAN / VPN · ZTNA (Axis) · NAC (ClearPass · Portnox) · VMware vSphere · AD / DNS / DHCP · Carbon Black

### CLOUD & DEVOPS

Linux · Docker · Kubernetes · GitHub Actions · CircleCI · Jenkins · Ansible · GCP · AWS · Azure

### DATA

PostgreSQL · MySQL · MongoDB · Redis · MSSQL

### IDENTITY / MDM / SAAS

Okta (OIDC · SAML · SCIM) · Jamf · Intune · Google Workspace · Microsoft 365 · Freshservice · Salesforce · Monday

### AI / LLM

OpenAI Agents SDK · Responses API · agent design · MCP integrations · grounded retrieval · LangGraph

### EDUCATION

Naamat - Practical Engineer, Comp. & Info. Sci. (2013-2015) · ITSafe Cyber College (2022)

### CERTIFICATIONS

Cisco CCNA

### LANGUAGES

Hebrew (native), English (fluent), Russian (basic)