


Sergei Chukh


SRE / Technical Support Engineer


Personal Info

Technical Support / SRE Engineer with a strong focus on Web3 infrastructure, RPC node operations, and enterprise cloud platforms. Hands-on L2/L3 experience diagnosing complex blockchain connectivity issues, REST/WebSocket API degradations, and production Kubernetes clusters. Strong bridge between enterprise B2B clients, SRE, and development teams: I specialize in converting recurring incidents into runbooks, leveraging AI agents for rapid RCA, meeting strict SLAs under pressure, and ensuring maximum uptime during high-volatility events.

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Work Experience

DevOps Engineer / SRE / Developer

December 2024 – Present

Web3 Trading Startup (NDA)

Working as an SRE / Infrastructure engineer in a startup environment on a trading bot platform that connects to centralized (Bybit, Mexc) and decentralized (Uniswap, Mira) exchanges via REST and WebSocket APIs.

- ▶ Provided L2/L3 support and led Root Cause Analysis (RCA) for production incidents in a crypto trading platform interfacing directly with major CEXs (Bybit, MEXC) and DEXs (Uniswap).
- ▶ Created and maintained troubleshooting runbooks for critical exchange API failures (REST/WebSocket drops, rate limiting), reducing triage time during high-volatility market events.
- ▶ Implemented proactive health checks for trading bots and network latency, preventing recurring outages and financial impact.
- ▶ Accelerated incident resolution and RCA by leveraging AI agents (Gemini-CLI, Claude, Codex) to parse complex logs and instantly generate targeted diagnostic scripts.
- ▶ Stack: Kubernetes (GKE/Talos), Pulumi, Web3.js/Ethers.js, Cloudflare, Prometheus, Node.js, WebSocket/RPC APIs

DevOps Engineer / SRE

June 2023 – December 2024

AMarkets

Montenegro

Online broker (Forex/CFD). SRE/DevOps engineer responsible for platform reliability and operations, primarily around databases.

- ▶ Diagnosed escalated production issues (PostgreSQL, Redis), reducing MTTR by 20% through standardized troubleshooting playbooks.
- ▶ Improved handoff quality between support and product teams through clear incident timelines and actionable post-mortems.
- ▶ Stack: Kubernetes, AWS, PostgreSQL, Redis, RabbitMQ, Prometheus, Golang, MetaTrader 5

DevOps Engineer / SRE

April 2022 – April 2023

Gaijin Entertainment

Cyprus

Maintained and developed infrastructure for online games such as War Thunder and Enlisted.

- ▶ Supported high-load online game backends with a focus on rapid incident response and 99.9% availability.
 - ▶ Stack: Bare Metal Kubernetes, AWS (RDS/EC2), CentOS, Redis, Graphite, Telegraf, Ansible
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Support L2 Specialist

December 2021 – March 2022

Yandex

Moscow

Served on the second-line support team for Yandex Cloud.

- ▶ Provided Premium L2 Technical Support for Enterprise B2B clients on Yandex Cloud, managing critical escalations for Managed Kubernetes, Compute, and Database services.
- ▶ Acted as the technical bridge between major customers and core engineering, reproducing complex infrastructure bugs and providing clear, empathetic communication during high-severity outages.
- ▶ Consistently met strict SLAs for critical incidents, diagnosing network latency, pod eviction loops, and stateful application failures under extreme pressure.
- ▶ Authored post-mortems and internal knowledge base articles, converting one-off deep diagnostics into repeatable incident response playbooks for the L1/L2 teams.

DevOps Engineer / SRE

May 2019 – October 2021

Rostelecom IT

Moscow

Supported and developed the WINK platform (formerly Rostelecom Interactive TV).

- ▶ Provided operational support for Wink API services, combining incident triage, troubleshooting, and systemic post-incident improvements.
- ▶ Set up and tuned monitoring/alerting to detect service degradation early and guide on-call teams during outages.
- ▶ Performed capacity planning for critical nodes (CPU/RAM/Disk) and coordinated hardware procurement to sustain platform growth.

DevOps Engineer

October 2018 – May 2019

Equilibrium

equilibrium.io

Helped build a crypto fintech product as part of a small startup team.

- ▶ Delivered technical support and SRE for public blockchain infrastructure, resolving complex syncing, consensus, and state-corruption issues for ETH (Parity) and EOS (Nodeos) nodes.
- ▶ Troubleshoot JSON-RPC API latency, P2P peer drops, and out-of-sync events, ensuring high validator uptime and stable query performance for Web3 clients.
- ▶ Improved node recoverability by hardening deployment procedures and writing step-by-step documentation for routine L1/L2 support actions.
- ▶ Stack: Ubuntu, AWS, Parity (Ethereum), Nodeos (EOS), Docker Swarm, Prometheus

📜 Certifications

CKA (Certified Kubernetes Administrator)

The Linux Foundation · Dec 2023

CKS (Certified Kubernetes Security Specialist)

The Linux Foundation · Feb 2024

🗣 Languages

Russian

Fluent

English

B2