

Andrii Hontaruk

Freelance IT Field Engineer

On-site IT Support | Smart Hands | Desktop and Network Support

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Profile

Geneva-based freelance IT field engineer providing on-site support for IT service providers and business clients. Hands-on experience with workstations, server hardware, network equipment and meeting-room AV installations. I work with remote technical teams, follow intervention procedures and document completed work. Available for dispatch assignments and recurring support in Geneva and French-speaking Switzerland; other Swiss locations by prior arrangement.

Current experience

Freelance IT Field Engineer and IT Support Technician

Independent projects | Switzerland | 2023 - present

On-site and remote troubleshooting of hardware, software and connectivity issues. Desktop and peripheral support, hardware interventions, equipment installation, inventory work and service reporting for client assignments.

Selected field assignments

- **Workstation support:** Installed and connected 19 HP thin-client workstations, each with three monitors, Cisco IP phone and Poly headset, plus shared UPS and Meraki Z4 gateways.
- **Server hardware:** Replaced a server chassis, tested the system and obtained confirmation from the remote SRE team.
- **Meeting-room AV:** Contributed to a team installation project across 19 meeting rooms, including follow-up interventions.
- **Network equipment:** Installed two Palo Alto appliances in a rack while the remote team handled configuration. Supported the physical work for a Cisco-to-Fortinet refresh.
- **Data erasure:** Carried out data-erasure work using BitRaser as a separate assignment.
- **IT asset handling:** Prepared 120 IT assets for disposal, with inventory and handling work.

Technical skills

Field services: Smart Hands, desktop and desktide support, hardware troubleshooting, rack installation, cabling and coordination with remote engineers.

Workplace: Windows 10 and 11, Microsoft 365, workstation and peripheral setup, user support and account administration.

Infrastructure: Windows Server, Active Directory, DNS, DHCP, TCP/IP, VPN and VLAN; network equipment installation and connectivity checks.

Service delivery: Ticket follow-up, service reports, technical documentation, asset inventory and client communication.

Additional experience: CRM and IP telephony integration, workflow automation; basic Linux and macOS support.

Earlier professional experience

Technical Director and System Administrator

People Tomorrow | Kyiv, Ukraine | 2017 - 2022

- Managed IT infrastructure for more than 80 users, including user support, system configuration and maintenance.
- Integrated CRM with IP telephony and internal workflow automation; trained staff and created IT documentation.

IT Support Technician

Politech Plus | Odesa, Ukraine | 2005 - 2011 and 2016 - 2017

- Maintained network and workstation infrastructure for PC and Mac users; provided user support and assisted with website development.

Certifications and training

DDN | October 2025: DDN Smarthands Basics; DDN Smarthands Procedures; FRU SFA200/400NVX; FRU SS9012/9024

Cisco Networking Academy | January 2023: Cybersecurity Essentials

Google via Coursera | May 2022: Google IT Support Professional Certificate

Education

Master's degree in Economics | Odessa State Economics University | 1996 - 2001

Languages

English B1 | French B1 | Ukrainian native | Russian native