Daniil Dushin

IT Support & Network Technician | MikroTik · CCTV/NVR · Access control | Russian native

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SUMMARY

IT support and network technician with 4+ years of hands-on experience, freelance and in-house. Today I install and support an AI video-analytics system on client sites — hotels, cafés and restaurants — together with the network, cameras, recorders and sensors it runs on. I set up and troubleshoot MikroTik networks, IP cameras and NVR/DVR recorders, access control and IoT sensors, and I support users on site and remotely. I also write Python tools for IT work: network inventory, uptime monitoring and an IT helpdesk assistant. Calm with users, I explain technical problems in simple words. Native Russian speaker — a strong fit for teams serving Russian-speaking clients.

EXPERIENCE

Technical Specialist — Steady Control (AI-powered business monitoring), Antalya · Oct 2026 – present

- Deploy and support an AI system that monitors staff and operations for hotels, cafés and restaurants: kitchen workflow, customer service quality and refrigerator temperature sensors.
- Install, configure, diagnose, maintain and repair IP cameras, NVR/DVR recorders, access badges, IoT sensors and MikroTik network equipment on many client sites.
- Work on site with the client's staff: from a new installation to repairs and service visits.
- Completed the company's internal training.

Freelance IT Support & Network Setup · Feb 2022 – present

- PC setup and repair; home and small-office networks; Wi-Fi coverage; remote support — for many private and small-business clients.
- Python tools and Telegram bots for small businesses.

Technical Administrator & Sales — family business (IP Dushin N. P.), Belgorod, part-time · Mar 2022 – Oct 2025

- Maintained the IT infrastructure, equipment and software of a retail business; 1C.
- Direct customer sales and product consultations.

PROJECTS

Personal projects, code and demos on GitHub: github.com/dushinitspec-ux

- **Network inventory** (case study) — finds the devices on an office network (ping sweep, ARP table, open TCP ports, MAC vendor), keeps a register of them over time, flags new devices and risky services such as Telnet or exposed RDP, and exports the register to CSV (asset management is one of the NIS2 security measures).
- **IT helpdesk assistant** (case study) — answers employees' IT questions in Telegram from the company's own how-tos, with sources; anything else becomes a ticket with a priority (P1–P4) for the IT person.
- **Network and device uptime monitor** — Python service that checks routers, cameras and Wi-Fi access points every minute (ping + TCP ports), sends Telegram alerts with the downtime, and shows 24 h / 7 day uptime on a web status page.

- **Fridge temperature alert bot** — receives sensor readings over an HTTP API and alerts in Telegram when a fridge stays above its limit for 5 minutes; charts and daily reports.

SKILLS

- **Networks:** MikroTik RouterOS, LAN and Wi-Fi setup and coverage, network diagnostics (ping, ARP, port checks).
- **Security systems:** IP cameras, NVR/DVR recorders, access control badges, IoT sensors.
- **Support:** Windows, PC hardware diagnostics and repair, remote support, user support on site, 1C.
- **Automation:** Python (asyncio, FastAPI, Telegram bots), Git.

Next certification: MikroTik MTCNA (planned).

LANGUAGES

Russian — native · English — A1 (basic), studying actively · Turkish — basic

Driving licence: category B

EDUCATION

Belgorod State Agrarian University — Veterinary Medicine (specialist degree), studying on an individual study plan. IT and networks: learned in practice since 2022, plus the internal training at Steady Control.

BEYOND THE ROLE

Fast learner who picks up new tools and fields quickly. Builds Telegram bots and websites, uses AI tools for automation, has sales and client-service experience. Open to new directions and remote work.