

Danil Makarov

Implementation & Technical Solutions Consultant | Enterprise Integrations, Automation, L3 Support

Relocating to the U.S. in January 2027 · U.S. permanent resident, no sponsorship required · English C1
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SUMMARY

Implementation and technical solutions lead with nearly 20 years in IT. Ten years as a senior L3 systems engineer at an enterprise integrator: deployed IBM middleware (WebSphere, FileNet, DB2, Oracle on AIX and Linux) at large energy and finance customers, ran months-long incidents with IBM Support and customer IT and security teams, and led a five- to six-person L2 team. Then delivery lead at Sberbank, technical project manager at a U.S. freight AI startup, and builder of production automation using AI-assisted development. Today Head of Systems at Leadhype, a U.S. B2B lead-generation company, where I specified, built, and run the Lead Capture service. I take a problem from a customer or team process to a working, monitored integration, and explain it to IT, security, and business people in their own language.

CORE SKILLS

- Enterprise software implementation & onboarding
- Integration design: REST APIs, webhooks, SSO & SSL between systems
- Incident management, root cause analysis & vendor escalation
- IBM WebSphere: install, dynamic clusters, SSL, JVM dump analysis
- Linux, IBM AIX, Power LPAR, Windows Server
- Oracle, IBM DB2; Supabase / PostgreSQL: application integration & troubleshooting
- Log analysis across application, system & database layers
- Release coordination & change management
- AI-assisted development (Claude Code): spec to production
- Workflow automation: webhooks, LLM classification, Slack, Calendly
- Outbound systems: Smartlead, Clay
- Specs, SOPs & systems documentation
- Customer-facing: IT & security departments, demos, workshops
- Jira / YouTrack; Docker, NGINX, Vercel, trigger.dev

EXPERIENCE

Head of Systems

Oct 2026 – Present

Leadhype (Everything Assistants, LLC) - B2B lead-generation agency, New York · remote

- Specified the Lead Capture service, got the spec approved by the CEO, and built it with AI-assisted development (Claude Code) on trigger.dev, Supabase, and Vercel; shipped v0.1 in one week, in production since October 2026: webhook ingestion of campaign replies, deduplication, LLM labelling of reply intent, routing of real leads to Slack, Calendly booking reconciliation, fallback polling, and monitoring.
- Own the integrations and vendors behind an outbound operation of about 5,000 sending mailboxes: Smartlead, Clay, mailbox vendors, API keys, and access.
- Audited the reply pipeline and found 36 positive leads unanswered since August; set up the follow-up process. Audited mailbox vendors and identified a change worth about USD 2,000–2,500 per month.
- Built the first systems inventory (38 tools with owner, status, access, and cost) and a unit-cost model per campaign that the CEO uses for pricing.
- Diagnosed and fixed recurring production failures: webhook routing conflicts, API quota outages without alerts, failing bounce webhooks, deploy pitfalls.
- Run the company-wide backlog with owners and estimates; manage implementation and DevOps engineers; own security (secrets rotation, access audit).

Independent Developer | Web & Mobile Products

2024 – Present

Remote · includes a part-time engineering contract with a Belgian company since Sep 2026

- Master Classter: booking platform for maker workshops with time-slot reservations, in-app balance, payments, and a separate operator admin app (FlutterFlow, Supabase/PostgreSQL, YooKassa, Telegram). Designed the data model, integrations, and operations.
- Wine Compass: Flutter front-end integrated with a GraphQL backend; published on Google Play and the App Store (2025).
- Run production on Docker, NGINX, Linux, and VPS infrastructure; investigate errors from logs, reproduce bugs, test fixes, and write technical documentation.

Technical Project Manager / Support

2023

Greenscreens.ai - ML startup, US freight market

- Built the process for handling technical requests and incidents from scratch; coordinated resolution between customers, developers, ML, and infrastructure teams.
- Led delivery of the Pricing Rules feature from design to production; built YouTrack dashboards for support and delivery metrics; ran sprint demos.

Delivery Lead

2021 – 2022

Sberbank - largest bank in Central & Eastern Europe

- Coordinated end-to-end delivery of a new Java-based B2B banking product from requirements through release; directed a team of ten.
- Coordinated migration of a multi-currency card platform from monolith to microservices, managing cross-team dependencies, release readiness, and service impact.

Systems Engineer → Senior Systems Engineer (L3 Support)

2011 – 2021

Aplana - enterprise content management (ECM) systems integrator; customers in energy and finance

- Last line of support for enterprise ECM systems with 500+ users at large customers: owned complex incidents end to end, some lasting months, working directly with customer IT and security departments and with IBM Support (defect cases, fixes, workarounds).
- Installed and configured IBM WebSphere Application Server, including dynamic clusters; set up SSL/TLS between our systems and customer systems; carved LPARs on IBM Power servers; administered AIX and Linux hosts and Oracle / DB2 databases.
- Analysed JVM heap and thread dumps, application, system, and database logs to find root causes; defined remediation playbooks for the L2 team and used Bash and PowerShell for quick fixes.
- Led a 5–6-person L2 support team: escalation path, playbooks, on-site customer visits, system demos, and integration workshops.
- Deployed and configured more than 12 enterprise systems; coordinated more than 50 releases and infrastructure changes; reduced support requests by about 50% through automation and database improvements.

System Administrator

2007 – 2011

Mediascope

- Supported an infrastructure of about 300 Windows servers: monitoring, incidents, backups and recovery, escalation.

EDUCATION

Bachelor of Engineering in Software Engineering

Russian University of Transport (MIIT), Moscow · 2009

CERTIFICATIONS

- IBM Certified Specialist, FileNet Content Manager V5.1
- IBM SVP Primary Support Provider Mastery Test v1