

Viktor Kuchеров

Software Engineer / Backend Engineer / Reliability Engineer

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PROFILE

Experienced Software Engineer with 15 years in backend and cloud-based development, specializing in .NET and C#. Proven track record of building reliable enterprise applications, optimizing system performance, and mentoring teams across multiple regions (Ukraine, Malaysia, Canada). Permanent resident of Canada, based in Calgary, Alberta.

SKILLS

Languages & Frameworks: C# as the main language, some experience with Java.
.NET, ASP.NET, MVC, JavaScript, HTML.

Databases & Caching: Advanced SQL (MS SQL Server, T-SQL), Entity Framework, LINQ, some experience with MongoDB, Redis Cache, and Elasticsearch.

Cloud & Infrastructure: Microsoft Azure, SaaS / PaaS / IaaS, Containers (Docker), PowerShell.

APIs & Integrations: GraphQL, Web API, REST, JSON, XML.

Collaboration & Tools: GitHub, Jira, Confluence, Axosoft, ServiceNow, n8n (workflow automation).

Debugging & Diagnostics: Reverse engineering and code analysis using tools like .NET Reflector and ILSpy to diagnose and resolve complex software issues. Memory dumps and performance profile analysis using tools like WinDbg, PerfView, dotTrace.

WORK EXPERIENCE

Sitecore - Senior Software Engineer

Mar 2014 – present

2014 – 2015 Ukraine, Dnipro

2016 – 2020 Malaysia, Kuala Lumpur

2020 – 2025 Canada, Ottawa & Calgary

- Main tech stack: **C#, .NET Core, ASP.NET, Web API, MS SQL, MongoDB, Azure, Docker, PowerShell, Redis, GraphQL.**
- Developed, and maintained backend components for large-scale enterprise CMS and cloud environments. Built and optimized RESTful APIs, automation tools, and internal applications in C#/.NET to improve reliability and performance across distributed systems.
 - Developed and tested hundreds of **product patches and hotfixes** for large-scale enterprise CMS and cloud environments, later integrated into the main product release cycle.
 - **Led investigations** of high-priority (P1) incidents, including system downtimes and production outages.
 - Analyzed customer-reported issues and performed comprehensive **root cause analyses**.
 - Conducted **audits of client implementations** to ensure product stability and best practices.
 - Designed and implemented an internal **C# application - Sitecore Diagnostics Toolset** - to automate analysis of diagnostic packages submitted by clients, **reducing Level 1 support workload by 40%**.
 - Contributed to the development of a **WPF-based Dump Analyzer** tool for memory dump analysis, which **reduced analysis time by approximately 30%** compared to manual review in WinDbg.
 - Provided **technical leadership and communication guidance** to the Support team.
 - **Interviewed and mentored** new hires to accelerate onboarding and maintain knowledge consistency across the team.

LLC “PHARMACIES OF MEDICAL ACADEMY” - Software Engineer

Jan 2010 – Jun 2014

Dnipro, Ukraine

- Main tech stack: **C#, ASP.NET, and MS SQL.**
- Developed, tested, and maintained internal software for a **network of 20 pharmacies**, which included:
 - A local **ASP.NET Intranet Portal** deployed in each pharmacy.
 - A **WinForms application** installed on every cash register.
 - A **C# synchronization service** that replicated data between local pharmacy SQL Servers and the central office databases - a fully custom solution required due to the need for both read and write access across all databases.
 - An in-house **reporting tool based on ASP.NET** for sales and accounting, involving extensive use of Transact-SQL for data queries and reporting.

EDUCATION

[Ukraine]Dnipropetrovsk National University named after Oles Honchar

- 2010–2011: Engineer of Computer Systems, major in Computer Systems and Networks
- 2006–2010: Bachelor of Computer Engineering

CERTIFICATIONS

- 2017 Sitecore® Certified Platform Associate Developer
- 2022 Microsoft Certified: Azure Fundamentals