



# Viktor Vidolov

## Technical Support

Proactive and always ready to learn Junior developer. I'm always happy to try a new language or system and I do have enough grasp on the essentials to be a surprisingly quick study. My mathematics background has always covered me in tight situations.

### Email

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### Address

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### Phone

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### Date of birth

28-03-1993

### Nationality

Bulgarian

### Link

[linkedin.com/in/vidolarez/](https://www.linkedin.com/in/vidolarez/)

## Experience

Sofia, Bulgaria  
September 2012 - September 2014

### Teacher - Digital Sound Recording

#### EU funded

I was a teacher for young perspective children that wish to develop recording and editing skills for digital audio. I was the first alumni to become a teacher at our school studio.

I have successfully trained one of my pupils and they are currently working in the largest radio group in their hometown.

Sofia, Bulgaria  
September 2014 - May 2015

### Technical Advisor

#### Freelance

I worked as both tech support and a secretary for a paediatric medical cabinet. My duties included fixing any technology that malfunctioned, answering the phone of the cabinet, taking care of kids in the waiting room, filling and organisation of the documentation.

I have had no unsolved technical problems for 9 months and we have automated 50% of the previously manual labour.

Sofia, Bulgaria  
August 2015 - September 2015

### Continuity Program Manager

#### Hewlett Packard Enterprise

I was responsible for keeping the SLA for business continuity arrangement

between HPE and E.ON. My duties included speaking tight communication with the technical teams associated with the provided infrastructure.

I was regularly holding meetings and preparing monthly reports for both internal and external needs.

Sofia, Bulgaria  
September 2016 - September 2018

### Multi supplier organisation coordinator

#### DXC Technology

My duties included organizing technical teams and preparing Disaster Recovery Plans for applications. I was also taking up other responsibilities in

my line of work like Change Management, Technical training for our team and SharePoint development. I was the only person on the team capable of developing complicated SharePoint websites.

Chatham, Kent  
November 2018 - Present

### Technical Support Service

#### Bose Corporation

I am responsible for providing support regarding our new line of smart speaker

and all of the previous SoundTouch devices. Recently I've expanded my skillset to incorporate the new line of wellness products. I've taken initiative in QA session for testing improvements on our customer support website.

## Skills

c#

c++

html

CSS

python

Unity

JIRA

json

Adobe PhotoShop

Adobe Premier

Adobe After Effects

Perseverence

Resolution Seeking

Python

## Languages

Bulgarian

Advanced

English

Advanced

Hebrew

Intermediate

## Education

Sofia, Bulgaria  
Not Graduated

● Applied Mathematics

Sofia University St. Kliment Ohridski

I've started studying mathematics because I really wanted to run away from programming and just go straight into game design, but after a while, I learned to love developing and learning new coding languages. I haven't finished my degree yet, but I plan on going back and finishing what I've started.

Remote  
2019

● Mini-Degree, Computer Games and Programming Skills · (2017 - 2019)

Zenva Academy

I've started learning basic Unity and C# usage to get acquainted with game development and design. I loved the tools but I haven't finished any of my personal projects yet. I have started a couple of short games. I can show some of them as a proof.

Remote  
Not Graduated

● Software Engineering

SoftUni

This is an online university that was founded by some of my colleagues in from when I've studied applied mathematics. I have grown to love the system and I think I have managed to catch up rather quickly with my programming skills. It's been a new passion to learn new languages and solidify old ones.

## Projects

Deployed a Kiosk system with an android application for best a rent a car company called "Best Cars". The purpose of the project was to create a kiosk system for partnering hotels for ease of access to potential customers. I have managed to plan, program and deliver the whole service for 3 days, mostly because we have used a scaling website to translate as an app.

I have translated Rainway to my native language. Rainway is a streaming solution for local private gaming servers. That helped me learn some json syntax and helped me with my ongoing practice with GitHub.

Certificates & Courses

ITIL Foundation certificate in IT Service Management  
(12/2016 Present)  
Certificate number 5883531.20613735