EMIL TSVETANOV

FREELANCER

SOFT SKILLS

Flexible
Adaptable
Motivated
Multitasking
Quick Learner
Problem Solver

TAGS 🏷

🌐 HTML 🌐 CSS3 🌐 SASS
🌐 Javascript ⚛ React
Node NPM git GIT
🐧 Linux >_ Bash | zsh
🔗 Networking
🔧 Troubleshooting

LANGUAGES

Bulgarian (Native)

English

SKILLS

Linux

Troubleshooting

Networking

HTML5

CSS & CSS3

SASS

Javascript

React

NodeJS

MongoDB

About Me

Hello, my name is Emil Tsvetanov.
I am a web developer with a strong background in the IT Support Linux Field. I have worked with many tehnologies like VoIP, Linux, Virtualization, Linux, Windows and Networking, until I decided to move into the Frontend & Backend Web Development Area.

My journey in frontend development began at first back in 2010 as a side hobby and I started doing more professionally since 2017. Over the years, I've honed my skills in HTML, CSS, and JavaScript, and I'm proficient in using popular frameworks like React. I enjoy experimenting with the latest frontend technologies and continuously seek ways to enhance my skill set.

EXPERIENCE

📅 **2017 - Present**
Freelancing

Freelancer

Building websites with web technologies such as HTML5, CSS3, Javascript and ReactJS /Front End/. REST API's + Node & Express /Backend/ using MongoDB as Database.

HTML CSS SASS JS JSON REST React Node Mongo

📅 **2015 – 2017**
INTEROUTE

Linux Technical Support L2

Supporting virtualized cloud solutions and services running on linux os (on-call duty 24/7)

Level 2 Technical support of customer solutions (Shared and dediated) including cloud services.
Manages and maintain one of the largest cloud platforms in the world with more than 10 locations spread through 3 continents.
System patching of the customer and company platforms
Backup management, Storage Systems (shared and dedicated datastores)
24/7 call on duty red phone schedule after workig hours
Testing and implementing proposed changes comming from customers and account managers (ranging from new servers to OS patching and upgrades).
Upgrading ESXI hosts and troubleshooting VMWARE environment issues
Pro-active diagnosis and fix of technical issues arising during the provision process of, and changes to complex hosting solutions.
Pro-active escalation follow-through and liaison with appropriate departments to resolve technical issues which may impact delivery timescales or quality. Creation of contingency plans to minimize such a risks.
Work in cooperation with other engineering teams deploying and developing new customer and Interoute platforms
Production of quality documentation to reflect changes to solutions.
Working under ITIL Specifications using ticketing system.
Dealing with different kind of issues from DNS, NTP, HTTP, Certificates, SNMP, Virtualization (Vmware), Storage issues and other.

Linux Vmware Storage Troubleshooting Servers Cloud Networking ITIL

📅 **2011 – 2015**
Unify

Technical Support L2

Siemens Enterprise Communications (formely known as Unify or ATOS nowdays)

Investigating, troubleshooting and supporting Openscape Unified Applications & VoIP softswitch issues in Enterprise linux based deployment solutions environment (Linux based SIP VoIP softswitch PBX System).
Installation, implementation, configuration and management of the provided solutions (Unified apps, Webcollaboration Board and services running under SLES Linux).
Test installations, deployment and support of operating systems and other software.
Simulating new cases and testing new software releases according to the customer needs.
Proactive support through root cause analysis of systematic issues. Close collaboration with Global Vendor Support teams when bugs in code (Escalation case).
Remote support and real time troubleshooting with the on-site technicians when needed.
Service ticket handling ITIL (Incident and Problem management). Analyse and solve problems on Operating systems, Databases and Application layer.
24/7 Red phone call on duty (after working hours) coverage support

Linux Voip ITIL PBX Wireshark Gateways RTP BMC REMEDY Web Collaboration

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📅 **2011–2011**
BG-Network

Tecnical Support L1

Installing and troubleshooting newtwork topologies and devices (routers, switches, hubs and bridges).
Dealing with customer issues - single point of contact over the phone.

Customer Support Gateways Switches Hubs Email Support Phone Support

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📅 **2009 - 2010**
DJET Security

System Administrator

Installing, maintaining and troubleshooting all the hardware in the office and on customer side including (servers, workstations, phones, faxes, video surveillance systems, CCTV and IP cameras, DVR systems).
Installing, monitoring and troubleshooting the network topologies in the office and at the customer side.
Creating Intranet web pages for the local office stuff (company products) using HTML, CSS and Javascript

Windows Server Active Directory DVR NVR FTP Gateways CCTV Cameras Security Systems

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📅 **2009 - 2009**
NET-SURF

Technical Support L1

Communication with customers, clients and on site technicians via phone and email.
Basic troubleshooting of network issues.
Network monitoring via OpenSource Tool Zabbix.
Working with ticketing system.

Customer Support Phone Support Email Support Troubleshooting Network Monitoring Gateways Switches