



# EMIL TSVETANOV

## FREELANCER

### SOFT SKILLS

Flexible

Adaptable

Motivated

Multitasking

Quick Learner

Problem Solver

### TAGS

HTML

CSS3

SASS

Javascript

React

Node

NPM

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  
INTERROUTE

#### 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 nowadays)

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

2011-2011  
BG-Network

#### Technical 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

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

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