# Ivan Ivanov

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## Summary

Working in the IT industry since 2011. During that period I encountered with different Enterprise technologies on all levels of support - from junior to senior. Currently I am working as a DevOps intern and taking series of DevOps courses at SoftUni. Also please check my personal web site, created and hosted on my own environment using Debian 10 Server that has installed Apache to run the website - http://ivan.life, which is actually my portfolio with my accomplishments uploaded.

## Experience

**DevOps Engineer**

SiteGround Web Hosting Company

Mar 2020 - Present (5 months +)

**Web Integration & IT Support Engineer**

emerchantpay

Mar 2019 - Mar 2020 (1 year 1 month)

**L3 Azure Web Applications Support**

Tek Experts

Sep 2018 - Mar 2019 (7 months)

- Senior cloud support engineer responsible for customer's web applications hosted in Azure.

- Troubleshooting of down situations and investigation of performance issues.

- Assisting with confrontation of customer's environments

**L2 As400/System i Technical Support**

IBM

Mar 2018 - Sep 2018 (7 months)

Working as work management support product field engineer(L2). Work management supports the commands and internal functions necessary to control system operation and the daily workload on the system

**Technical Solutions Manager**

IBM

Jun 2016 - Mar 2018 (1 year 10 months)

IBM Bulgaria, Sofia (Bulgaria) Work will with full IBM storage range: – DS8000 – IBM SAN Volume Controller (SVC) with IBM Spectrum Virtualize software – Flash – XIV Work directly with end customers. Providing problem determination, RCA and providing action plan to onsite technicians. Non technical: Working directly with management from customer's side. Scheduling and attending regular meetings to discuss ongoing issues, future activities that will affect customer's environment- code updates, new installs etc. - Providing technical support of the enterprise class storage devices that IBM offers – DS8000. Working directly with customers, onsite technicians and automatic ticketing systems. Providing problem determination and root cause analysis, determination hardware or issues on the storage devices

**L1 Enterprise Storage Support**

IBM

Feb 2015 - May 2016 (1 year 4 months)

- Enterprise storage support for US based clients
- Working with DS8000 storage class

## Mainframe z/OS

Hewlett Packard Enterprise

Aug 2011 - Feb 2015 (3 years 7 months)

Maintaining and operating with IBM Mainframe computers. Batch monitoring

### Service engineer

Sep 2009 - May 2011 (1 year 9 months)

### Sales engineer

Kirov JSC

May 2007 - Dec 2008 (1 year 8 months)

Sales manager.

# Education

### Minno-geoložki universitet 'Sv. Ivan Rilski'

Bachelor, Automation

2005 - 2013

Automation, information and managing technologies

### Mathematics Hihg School" St. Kliment Ohridski" - Montana

1997 - 2001

Mathematics and Information Technologies

# Licenses & Certifications

**Learning Regular Expressions** - LinkedIn

**Perl 5 Essential Training** - LinkedIn

# Skills

Python (Programming Language)  •  bash  •  Linux  •  Troubleshooting  •  Virtualization  •  Incident Management  •  Perl  •  DevOps tools stack