

KRISTIAN SANDAKCHIEV



POSITION
REF. #:

Total Tenure: 1 Year 4 Months

15/07/18 – 26/05/19
{ 7 Months }

08/01/18 – 15/07/18
{ 7 Months }

04/2016–09/2016

05/2015–09/2015

11/06/2016 – Now

09/2017 – 26/05/2019

Curriculum Vitae



PERSONAL INFORMATION

ul. "Feniks" 12, g.k. Ovcha Kupel 2, Sofia, Bulgaria
N/A
kristian.krasimirov94@gmail.com



EMPLOYMENT CAREER

Sutherland Global Services, Inc. Sofia, Bulgaria.

<http://sutherlandglobal.com/>, <https://www.godaddy.com/>

Senior Consultant – Technical Support and Sales (Project GoDaddy)

- Level 2 Advanced Technical Support for GoDaddy. A "jack of all trades" type of position. It involves handling escalated cases from Level 1 and resolving them. The field of work requires comprehensive knowledge from Hosting Control Panels and Servers to knowing your way around and how to debug popular platforms like WordPress, Magento, vBulletin, PHPBB, etc. Mostly these websites will be written in HTML, CSS, Javascript and PHP, hence im mostly experienced in the front-end development.
- Troubleshooting (20+) hosting cases on a daily basis.
- Educating TM's, SME's and L1 Agents on the topic of webhosting and updating the training documentation.

Consultant – Technical Support and Sales (Project GoDaddy)

- Level 1 Technical Support for GoDaddy. A "first point of contact with the customers" position. It revolves from troubleshooting and fixing customer's technical problems to planning together with them on how to expand their website, rank higher on google, email marketing, protect their website from hackers, or even engaging with new customers who do not know how to build a website, as we have just as good website builder as WIX (we directly compete with them). The position requires a lot of Soft-Skills, as you are speaking with people all the time.

Fitness Instructor

Mega Zob, EOOD. Sofia, Bulgaria

www.fitness-hammer.com

Lifeguard

Continental Pools, Inc. Maryland, United States of America.

www.continentalpools.com



EDUCATION

Software Development in "Software University"

Software University, OOD. Sofia, Bulgaria.

<http://softuni.bg/>

M. Sc. in "Sports for High Performance" acquired with Excellence

NSA "Vasil Levski". Sofia, Bulgaria.
<http://nsa.bg/>

09/2013 – 09/2017

B. Sc. in "Physical Education and Sports" acquired with Excellence
NSA "Vasil Levski". Sofia, Bulgaria.
<http://nsa.bg/>

09/2008 – 06/2013

High School in "Computer Networking" acquired with Excellence
PGEA "Professional School of Electrical Engineering and Automation". Sofia, Bulgaria.
<http://pgea.com/>



TECHNICAL SKILLS

GENERAL COMPUTER SKILLS

1. Software & Hardware installation, configuration and troubleshooting.
2. Computer Technician, assembling, configuring and updating computers.

COMPUTER SCIENCE AND SOFTWARE ENGINEERING SKILLS

1. Algorithms and Data Structures. (Currently enrolled into the SoftUni Algorithms & Data Structures courses)

PROGRAMMING LANGUAGES

Language	Level of Knowledge
C++	Basic {6 months}
C#	Fundamentals {1 year}
JavaScript	Fundamentals {1 year}
PHP	Fundamentals {2 years}

SOFTWARE TECHNOLOGIES AND PLATFORMS

#Game Development

1. Scripting – C++, C#
2. Game Engines –GameMaker (In SoftUni we have Unity3d course which im enrolled into)

#Web Development

1. Front-End – HTML, CSS, JavaScript, jQuery, Bootstrap
2. Back-End – PHP, C# (.NET)
 - 2.1. PHP Frameworks - Laravel, Symfony, CodeIgniter
 - 2.2. C# Frameworks – ASP.NET MVC, ASP.NET Core MVC
3. Databases – MySQL, MSSQL

#Web Hosting

1. DNS (different records, how to set them up, etc)
2. CMS – WordPress, Invision, PHPBB, PunBB
3. Control Panels – cPanel & WHM, Plesk
4. Web Servers – Apache, IIS, NGINX
5. Linux experience – basic commands, scripting, tools, etc.

TOOLS

VCS – Git, GitHub
SSH – Bash (on Linux), GitBash (on Windows), PuTTY
FTP – FileZilla
IDE – VisualStudio, MonoDevelop, NetBeans
Text Editors – SublimeText, Visual Studio Code
Image, Video Editing – Photoshop CS, SonyVegas
Virtualization Software – Oracle VM VirtualBox



PROFESSIONAL SKILLS

SOFT SKILLS

Fast Learner (My top skill)

- Self Explanatory.

Communication

- I am a very calm person
- I know how to de-escalate angry people. (Worked in a call center)

Leadership

- ATS for GoDaddy – Responsible for all of the tech support and hosting agents on the floor. Solving 20+ hosting cases on a daily basis and leading by example. Educating, helping and solving their escalated cases.

- Webmaster of an RPG Website - Responsible for a small team of 7 people.
<http://daredevil.forumotion.net/>

Teamwork

- Lifeguard in Boston, USA.
- I am a team player

Ability to Work Under Pressure & Time Management

- Consultant for Sutherland Global Services, Inc. (7 months)
- I know how to chase targets for a project

Problem Solving & Decision Making

- Besting other programmers with B. Sc. in "Computer Science" without having a computer degree at the SoftUni Exams.
- Supervising and helping Technical Consultants with cases they can not resolve on their own at Sutherland Global Services, Inc.

Technical Sales & Sales

- Consultant for Sutherland Global Services, Inc. (7 months)
- Front-desk and online store sales for Mega Zob EOOD. (5 months)

OTHER SKILLS

Skills acquired throughout my experience as a Webmaster

- Leadership (Administrator of an RPG Website; Responsible for a team of 7 people).
- Knowledge of the standart requirements and procedures for customer service.
- Knowledge in markup and scripting languages.
- Knowledge in standard hosting services.

Skills acquired throughout my experience as a Fitness Instructor

- Ability to work in a dynamic environment.
- Ability to work with clients and also having an individual approach with each client.
- Ability to solve conflict situations.
- Ability to work with money and as a cashier.

Skills acquired throughout my experience as a Lifeguard

- Ability to speak clearly and confidently, which makes me more likely to command the respect of others and build rapport.
- Ability to react calmly and effectively in emergency situations.
- Thoughtful but firm approach with people violating the rules.
- Excellent observational skills.
- Knowledge in CPR and implementation of emergency medical care.



PERSONAL SKILLS

LANGUAGES

Bulgarian – Native

English – Fluent (Lived and worked in Boston for 1 year)

German – Good (4 years in school)

HOBBIES

Computer Science, Track and Field



PERSONAL PROJECTS & PORTFOLIO

0. Projects, Education & KB

- <https://github.com/Knightwalker>
- <https://www.hackerrank.com/KKnightwalker>
- <https://techprofile.microsoft.com/en-us/knightwalker>

1. Battle Race (Legacy)

- 2D Game, made while I was 14 years old.
- Engine: GameMaker.
- Tools: Small C++ scripts, paint and photoshop
- To View: I only carry this game on USB.

2. Fairy Tail (Legacy)

- Text-based browser roleplay game.
- CMS: PunBB
- Tools: HTML, CSS, JavaScript.
- <http://daredevil.forumotion.net/>



CERTIFICATES & BADGES

Issued at 14/11/17
Issued at 16/03/18
Issued at 29/08/18
Issued at 06/11/18
Issued at 17/12/18

Software Development Certificates

1. Programming Basics with C# - Certificate with 600/600 points
2. Programming Basics with PHP - Certificate with 600/600 points
3. Programming Basics with JavaScript - Certificate with 600/600 points
4. Programming Basics with C++ - Certificate with 600/600 points
5. Technology Fundamentals – Certificate with 600/600 points.

Game Development Certificates

Issued at 30/04/18

7. Game Development Fundamentals – Certificate with 93.75/100 points.

Web Hosting Certificates

Issued at 20/04/18
Issued at 25/06/18
Issued at 04/12/18
Issued at 25/02/19
Issued at 03/04/19
Issued at 26/04/19
Issued at 05/05/19

8. GoDaddy HST150 (Hosting Support Basics)
9. GoDaddy HST250 (Hosting Support Fundamentals)
10. cPanel Professional Certification (CPP)
11. cPanel & WHM Administrator Certification (CWA)
12. GoDaddy HST350 (Hosting Support Advanced)
13. GoDaddy HST450 (VPS/Ded Servers and Server Admin Basics)
14. GoDaddy HST550 (VPS/Ded Servers and Server Admin Fundamentals, Cloud Servers Basic and Networking Basics)

Issued at 17/04/19

Cisco Networking Academy (Badges)

15. Introduction To Cybersecurity