



PAVEL KOLAROV

ITS Delivery Specialist

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- Sofia, Bulgaria, 1404
- A1 Telekom Austria Group

EDUCATION

Technical University of
Berlin / Bachelor of Sc.
Technical Engineering
11/2019 – 04/2023

[4x Semesters completed]

CERTIFICATIONS

- Cybersecurity Basics
- Applied Computer
Science Principles
- DSD II – German
Language Diploma
- Technical English for
Electrical Engineering

PROJECTS I CONTRIBUTED TO

- A1 LAN Service
- Mercedes Connected
Ambient Light
- Bosch E-Bike Systems
- Blink for Home
(By Amazon)
- SumUp Payment
Devices

► PROFILE

Currently working as an ITS Delivery Specialist, managing end-to-end business orders, coordinating stakeholders, and ensuring seamless service delivery. Brings a strong foundation in hardware, electrical systems, and hands-on infrastructure setup, combined with expertise in software development lifecycles, technical design, and documentation.

Highly experienced in client communication, technical consulting, and upselling, with a proven ability to bridge the gap between business needs and technical execution. Skilled in project coordination, and delivering tailored solutions across diverse environments. Known for adaptability and delivering results in fast-paced, cross-functional teams. *Eligible for UK Skilled Worker Visa.*

► WORK EXPERIENCE

ITS Delivery Specialist

A1 Bulgaria | 06/2025 - Present

Processing post-sales business orders for corporate clients, including Cisco Commerce orders of software licenses and hardware of enterprise level value. Ensuring timely, high quality service delivery, through coordination, monitoring and communication. Managing SAP processes for orders. Coordinating technician visits and documenting each location's needs.

Compute Hardware Support Engineer

Hewlett-Packard Enterprise | 11/2024 – 05/2025

Maintained and ensured optimal performance of server hardware. Diagnosed hardware issues using internal system logs and HW diagnostics. Identified and replaced defective components. Coordinated with vendors and field technicians for hardware repairs.

LANGUAGES

- English – Proficient (C1)
- German – Proficient (C1) (DSDII)
- Russian – (B2) (Learning)
- Bulgarian - Native

SOFT SKILLS

- B2C/B2B & Team Communication
- Problem Solving
- Time Management
- Analytical Thinking
- Corporate Feedback
- Adaptability

System Engineer

Robert Bosch | 09/2022 – 10/2024

Elicited and consolidated system specification & requirements. Designed, structured and managed the system documentation. Defined the verification criteria for software requirements. Analyzed market trends to ensure product competitiveness and customer alignment. Participated during the whole agile software development lifecycle with multiple stakeholders.

IT Helpdesk Analyst

C3i Solutions (an HCL Technologies company) | 10/2021 -03/2022

Provided IT Support for Employees of “AbbVie Deutschland GmbH”, which required Daily B2B communication (DE). Maintained Software & Hardware. Managed the Active Directory and the Activation/Setup of new employee’s accounts.

Technical Support Agent – Amazon “Blink for Home”

Teams BG | 01/2021 – 09/2021

Provided IT Support for US & DE Amazon customers, which required Daily B2C communication (EN/DE). Upsold company products. Managed internal and external network, including setup and troubleshooting. Managed shipments, deliveries & returns.

Assembly Technician

Datecs LTD | 01/2020 – 12/2020

Assembled electronic devices (Connectors, Wiring, Display Units etc.)
Provided QA of the electronic devices by series of tests, such as: measuring voltage levels, testing functionality etc.

► SKILLS

Active Directory, Shared Drives & Virtual Machines
Hardware / Electrical engineering
C/C++ Programming (Intermediate)
SAP SD – Sales & Distribution
Microsoft Office 365 / Microsoft Visio
Adobe Photoshop / Sony Vegas Pro
Vector Graphics Design & Processing
Jama Software / IBM Doors
Jira Software / Confluence
GitHub Repositories
Agile/Scrum