

PERSONAL INFORMATION

Bojidar Georgiev



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🌐 LinkedIn profile

Sex Male | Date of birth 14/09/1979 | Nationality Bulgarian
Last position | Head of system support

WORK EXPERIENCE

dates (from - to)

Office1 Superstore



1.05.2018 – Till now

IT Manager Head of OSR Technology support

Finish successful KNAPP automate storage system project, the first automate storage in region, 2 000000-euro investment.

Head of Technology support for the system.

Accomplishes information technology staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.

Maintains staff by recruiting, selecting, orienting, and training employees; maintaining a safe and secure work environment; developing personal growth opportunities.

Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies. Directs technological research by studying organization goals, strategies, practices, and user projects.

Completes projects by coordinating resources and timetables with user departments and data center.

Verifies application results by conducting system audits of technologies implemented.

Preserves assets by implementing disaster recovery and back-up procedures and information security and control structures.

Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.

Accomplishes financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective action.

Maintains quality service by establishing and enforcing organization standards. Maintains professional and technical knowledge by attending educational workshops;

ISO 27001 implementation

Business or sector Retail

WORK EXPERIENCE

dates (from - to)

Melon Technologies



1.09.2017 – Till now

Head of system support

Maintains staff by recruiting, selecting, orienting, and training employees, maintaining a safe, secure, and legal work environment. Developing personal growth opportunities.

Drive team's activities, task prioritization and professional/personal development in accordance to the strategy agreed with HQ. Deliver industry leading support, following best practice whilst leveraging efficient processes/tools.

Plan, develop, test and execute the technical-setup/lifecycle and continuous of service driven by corporate SLA

Document and make available any necessary documentation about the design and service implementations, Organize backup procedure and policy.

Prepare security policies and procedures for iso 27001 implementation

Business or sector Software Development Outsourcing Company

WORK EXPERIENCE

dates (from - to)

Allianz Bulgaria Life

1.09.2015 – 1.09.2016

IT Director

Maintains staff by recruiting, selecting, orienting, and training employees, maintaining a safe, secure, and legal work environment. Developing personal growth opportunities.

Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results, coaching, counseling, and disciplining employees.

Developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.

Define Goals and SLA for local team of programmer's, phases of testing, user acceptance sign of scenario, define masking of data in all test environments. Implement real- time web changes.

Organize backup procedure and policy. Completes financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances, initiating corrective actions.

Maintains quality service by enforcing quality and customer service standards; analyzing and resolving quality and customer service problems; identifying trends, recommending system improvements.

Implemented practices based upon the ITIL standard which increased the user's effectiveness and efficiency

Collaborated with facilities management, human resources, legal, finance and other members of IT to develop a DR/BC response and capability which involved partnerships with various vendors and compressive testing

Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices, participating in professional societies.

Business or sector Insurance

WORK EXPERIENCE

dates (from - to)

cQuest Research & Consulting



1.01.2014 – 1.09.2015

IT Director

IT audit, recommendation and action plan to HQ, Hired and training IT team from system administrators.

Coach, mentor and motivate IT team to meet high expectations. Manage budgets and set targets and patching schedules.

Separate corporate networks on Vlan's with QoS enabled.

Migrate all infrastructures from Linux Ubuntu 8-9.0 Ldap, Bind, Dovecot, Postfix, Samba, Apache, SPSS, to Microsoft Hyper V with 10 virtual servers 2012 Active Directory with Microsoft Exchange server 2013, Microsoft DNS, Lync, VPN'S, Radius, FTP, Cisco firewall, IIS, Web hosting client's survey's, etc...

All intranet services (ticketing system timesheet, company ERP, and all others) were configured to work centralized with active directory (one login credentials for everywhere).

Create and implement security policy and security procedures

Create Ticketing system with SLA in place for end user's requests, define approvals levels etc.

Migrate corporate Database Server MySql to MSSQL Server 2k14 with transparent encryption in place.

Working on Active Directory and controlling IT user accounts and group policy.

Managing and monitoring of backups in multiple locations.

Providing maintenance support and break-fix solutions covering SLA.

Follow Documented processes i.e. implementing change control procedures.

Prepare It Budget and agreed IT strategy with management, Purchasing of IT equipment and software in line within agreed budgets.

AV cloud solution – F-Secure.

Avaya Aura Call center with IPSEC tunnel to Antwerp where is HQ.

Implement real- time web streaming server for company focus groups.

Start DR test, organize backup procedure and policy.

Business or sector Marketing Research and Consulting

WORK EXPERIENCE
dates (from - to)

4. 2007 – 1.01.2014

System and LAN Administrator
Security officer and DR Campion for CECIS

Maintenance & management of the Critical Windows based Server Environment.

Maintaining up to date Antivirus levels on all machines across the office and CECIS.

Working on Active Directory and controlling IT user accounts and group policy.
Managing and monitoring of backups in multiple locations.
Providing maintenance support and break-fix solutions covering SLA.
Follow Documented processes i.e. implementing change control procedures.

IT Security officer for CECIS, audit all vendors of services and local offices, regarding It security standard of the company.

Troubleshooting technical problems and implementing solutions.
System upgrades both at workstation and Server level.

Prepare It Budget and agreed IT strategy with management, Purchasing of IT equipment and software in line within agreed budgets.

Supporting a multi-location IT infrastructure for several thousand users, and 30 local.
Provide fast and accurate troubleshooting and rectification of reported faults.
Asset management and repair electronic devices.
Building company Call center with specialized software and hardware based on Avaya IP Office, modernization and migration of all server platforms in the company, maintenance of SUN server (accounting software), BCP & DRP Champion, create policies and procedures for information security, server virtualizations.
Work with VMware Hyper- V and Citrix.

Two full successful disaster recovery tests in Bucharest
Romania

Setup and Support:
Active Directory, MS SQL, MySQL, DNS, ISA, IIS, ESM enterprise console, McAfee enterprise anti-virus and DLP, Exchange 5.5, 2003, 2007, VERITAS backup software, LEGATO Networker, Apache, PHP, FTP, VAT, PM, Class, Service now, and many others.

Business or sector Insurance

WORK EXPERIENCE

dates (from - to)

Profi Credit

2.03.2005 - 4. 2007

Head of IT Department, System Administrator

Selecting and hiring a team of programmers, define business needs, control programming and implementation of a company ERP, DMS system.

Maintenance and adjustment of 300 workstations plus 12 servers running Windows 2003 server, Windows and Linux.

Setup and Support:

Active Directory, SQL, DNS, ISA, IIS, Apache, PHP, FTP, Kerio mail server and more.

Policies for the protection and access restriction of user rights for browsing and copying data. Organization of various tenders for suppliers of equipment.

Limiting unwanted traffic, anti virus and anti spam protection.

Business or sector Finance

WORK EXPERIENCE

dates (from - to)

ROLLPLAST

4. 2004 – 2.01.2005

**System Administrator**

Prepare terms of reference for its own ERP system, implemented in the company. Maintenance of accounting software. Organization of various tenders for suppliers of equipment. Construction of office network support computers, consumer care, helping user's setup diagnostics and repair of computers, solving software problems. Maintenance windows and Linux servers. Setup and implementation of policies for access and security. Limiting unwanted traffic, anti virus and anti-spam protection.

Business or sector Engineering

WORK EXPERIENCE

dates (from - to)

Vienna Insurance Group

1.02. 2002 – 2.01.2004

Junior System Administrator

Maintenance windows and Linux servers. Setup and implementation of policies for access and security. Limiting unwanted traffic, anti virus and anti spam protection.

Maintenance of computer equipment, service users, helping user's setup diagnostics and repair of computers, solving software problems. Maintenance of servers. SAP implementation and helpdesk second level

Business or sector Insurance

EDUCATION AND TRAINING

dates (from - to)

CCNA Cisco academy

12.01.2012

Network engineer



EDUCATION AND TRAINING

dates (from - to)

SVUBIT University of Library Studies and Information Technologies

12.01.2010

Computing and information security



EDUCATION AND TRAINING

Dates (from - to)

NBU New Bulgarian University

12.01.2009



PERSONAL SKILLS

Mother tongue(s) Bulgarian

Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	Very Good	Very Good	Good	Good	Good
Russian	Very Good	Very Good	Good	Good	Good

Skills Ability to listen, resolve conflicts, so that it is a win-win for all, and takes responsibility for others include the ability to adapt to difference of opinions and be open minded among others, educate and learn others.

Critical thinking, decision-making and problem solving skills.

Planning and organizing.

Excellence Personal Communication skills.

Influencing, leading, negotiating and delegating abilities.

Conflict resolution.

Strong verbal and personal communication skills.

Accuracy and Attention to details.

Organization and prioritization skills.

Problem analysis, use of judgment and ability to solve problems efficiently.

Computer skills Working with different types of operating systems and Enterprise Software, and hardware. Advanced knowledge of computer hardware and electronics. Windows XP, 7, 8, 10, Windows server 2003, 2007, 2012, 2016, AWS, Microsoft Azure, Free NAS, Open BSD, VMware, Hyper -V, Citrix, Linux, Red Hat, Fedora, Ubuntu, Xen, Avaya IP Office, 3CX, RSA, SecurID, Safe boot, Hyena, Dame ware, TCP/IP, ISA Server, Exchange 2k3, 2k7.2k13, Radius, IXP 220, Symantec ESM, McAfee DLP, Eset,F-secure Cisco, MikroTik Routers and Wireless, Word press, Joomla, PHP, DRAC, SunOS, QFS, XFS, NetApp, qmail, sendmail, apache, MS Office, MySQL, MSSQL, Legato NetWorker, Veritas and more.

Other skills Strong teamwork player, motivation to achieve the assigned tasks, self-control, Martial Arts (Taekwondo ITF) , two musical instruments (guitar and piano)

Driving licence B