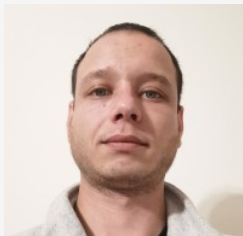


TSVETAN TSVETANOV

CLOUD SUPPORT ENGINEER, TECHNICAL LEAD



View Web
LinkedIn

tsvetantsvetanov89@gmail.com
Phone: (359) - 888-593756

Profile

Professional with 5+ years of experience with international businesses within complex and multicultural environments. Passionate and self-driven individual with excellent communication and problem-solving skills. I work efficiently under pressure and have strong attention to detail in order to complete strategic goals. Flexible and able to adapt to any change.

Skills

Azure	Server Administration	Programming
Automation & Configuration Management	Windows	C#
Monitoring & Alerting	Linux	HTML
Active Directory	Docker	PHP
IaC with ARM/Bicep		Ruby

Tools

Terraform	Powershell	Ansible
Jenkins	Bash	Chef
Postman	Azure CLI	Puppet

Experience

Tek Experts August 2020 - Present

Technical Lead - September 2021 - Present

As a Technical Lead my main responsibilities include providing technical and procedural guidance to Support Engineers directly, in daily Triage's, or via Swarming Channels; performing daily quality and technical reviews on cases and leading the technical onboarding of new joiners.

L3 Engineer - February 2021 - September 2021

As a Senior Engineer in the team, besides working with customers, I was responsible for Queue Management and was tasked with helping in the onboarding of new joiners by providing mentorship after the technical training.

L2 Engineer - August 2020 - February 2021

As a Support Engineer, my main responsibilities were to provide technical assistance to customers, while resolving different problems related to the monitoring, and deployment of monitoring solutions in their environments

Telus International April 2019 - August 2020

Senior Support Representative - December 2019 - August 2020

As a Senior Support Representative, I was part of a team responsible for handling tier 1 technical escalations related to issues with an online game

Support Representative - April 2019 - December 2019









As a Support Rep for Telus, my main responsibilities were to provide basic customer support services to the users of the client services.

Education

South-West University - Blagoevgrad
Business Administration

PMG Akad. S. P. Koroliov - Blagoevgrad
Mathematics/English

Certifications

Azure Administrator Associate		2023-03-04, Microsoft
Containerisation CI/CD & Monitoring		2023-06-14, Software University
Containerisation CI/CD & Monitoring		2023-03-28, Software University
Linux Server Administration		2022-10-24, Software University
Windows Server Administration		2022-07-25, Software University
C# Advanced		2019-11-07, Software University
Programming Fundamentals with C#		2019-06-12, Software University
Programming Basics with C#		2019-03-12, Software University

Languages

Bulgarian
Native
English
Fluent
Italian
Basic