Dilyan Terziev

REMOTE TECHNICAL SUPPORT / PRODUCT ENGINEER

CONTACT

- didorins@gmail.com
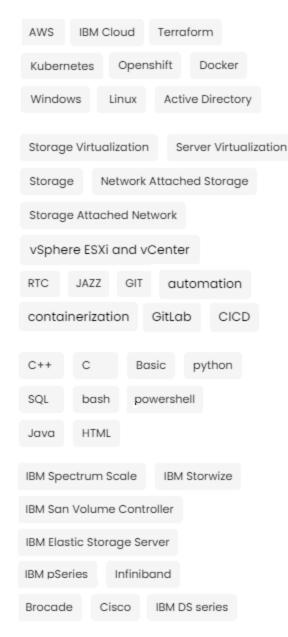- +359 888 936 727
- Dilyan Terziev
- /didorins
- Sofia, Bulgaria

SUMMARY

Experienced product engineer with a demonstrated history of working in the Information Technology and services industry. Skilled in software development, networking, storage, cloud services, technical support and customer service.

CERTIFICATION

- ✓ AWS SAA-02 – J8TL8BW2YBF4QB35
- ✓ AWS SOA-02 – Z5GLSS21T1B1139P
- ✓ HashiCorp Terraform Associate

TECHNICAL SKILLS

AWS   IBM Cloud   Terraform

Kubernetes   Openshift   Docker

Windows   Linux   Active Directory

Storage Virtualization   Server Virtualization

Storage   Network Attached Storage

Storage Attached Network

vSphere ESXi and vCenter

RTC   JAZZ   GIT   automation

containerization   GitLab   CICD

C++   C   Basic   python

SQL   bash   powershell

Java   HTML

IBM Spectrum Scale   IBM Storwize

IBM San Volume Controller

IBM Elastic Storage Server

IBM pSeries   Infiniband

Brocade   Cisco   IBM DS series

PERSONAL SKILLS

Problem Solving   Customer Service

Analytics   Multitasking   Leadership

Time management   Teamwork

Effective Communication   Critical thinking

Active learning   Decision making

Fluency in English both verbal and written

Softskills

WORK EXPERIENCE

Spectrum Scale Product Engineer

IBM (SYSTEMS)   May 2018 - Present

Improve support engineers' efficiency by writing technical documents and instructions, as well as provide high end support to key customer accounts, which contributed in raising NPS from 45 to 72. Ensure new incidents are properly and timely managed to meet and exceed target RTM to 93. Within top 10% performers in terms of closed incidents. Work with product development to deliver continuous product improvement through new releases, patches and enhancement requests. Recreate defects inhouse for debugging and testing. Help pre-sales and technical advisors with proof of concept.

Subject matter expert in Cloud Integrations.

Container Storage Interface driver (CSI) - Allows provisioning of filesystem persistent storage as k8s PVs to applications living in Kubernetes clusters
Cloud Native Storage Access (CNSA) - Advanced concept of deploying filesystem agents in Redhat Openshift.
AFM to Cloud Object Storage (COS) - Enables cache cluster to reside in COS through https unlike regular AFM that uses NFS
Transparent Cloud Tiering (TCT) - Tier cold data to cold storage via DMAPI. Leverage SQL written policies to migrate and seamlessly recall data
Spectrum Scale on AWS - BYOL & Terraform to deploy full stack in AWS, including computing, networking and storage in highly available, durable and scalable framework.

Elastic Storage System Product Engineer

IBM (SYSTEMS)   Jan 2017 - May 2018

Maintain software and hardware of the managed appliance. Coordinate user feedback to product development. Identify and report defects and design flaws. Collaborate with technical advisors, principals and sales to contribute to average of 40% in annual revenue growth from this product compared to previous year. Deliver world class support to industry leading companies, using the appliance for HPC and big data. Overachieve KPI by getting overwhelmingly positive customer feedback through surveys, which resulted in meeting target NPS of 70. Analyze application performance and implement environment configuration and architectural improvements.

Remote Technical Support

IBM (TSS)   Sept 2015 - Jan 2017

Analyzes and resolves complex incidents and requests by enterprise customers. Preparing performance analysis.. Isolating issues and instructing on-site personnel carry-on the action plan. Responsible for deploying, installing, administrating, managing and optimizing the enterprise IT infrastructure. Some of the technologies include storage virtualization, copying services, data migration, encryption, security and more.

Technical Support Specialist

A1 TELEKOM AUSTRIA AG   Jan 2015 - Sept 2015

Demonstrate excellent problem solving of retail services including internet services, hosting and mail services, iptv, voip. Effectively prepare, communicate and deliver the solution to end users.

Marketing Research Analyst - internship

BTV MEDIA GROUP   Jun 2015 - Jul 2015

Collecting and analyzing statistics data. Preparing marketing analysis based on factual statistics. Scope of work is within the grasp of direct competitors in the face of other large media groups. Monitoring live data for the 24/7 mainstream and alternative medias.

Customer Service Representative

M-TEL   Apr 2014 - Jan 2015

Addressing customer needs and ensuring they have a positive experience. Solving complex technical and administrative issues. Following best practices in customer relations

Accountant - internship

BULGARIAN NATIONAL RADIO   Jun 2013 - Sept 2013

Preparing, maintaining, analyzing, verifying, and reconciling complex financial transactions, statements, records, reports and audits.

EDUCATION

Marketing - Master's

UNIVERSITY OF FINANCE, BUSINESS AND ENTREPRENEURSHIP   2013-2014

Accounting and Control - Bachelor's

UNIVERSITY OF FINANCE, BUSINESS AND ENTREPRENEURSHIP   2009-2013

Telecommunications Engineer - Bachelor's

COLLEAGUE OF TELECOMMUNICATIONS   2008-2009

Programming - Special high school diploma

HIGH SCHOOL OF TELECOMMUNICATIONS   2003-2008