# Dilyan Terziev

**REMOTE TECHNICAL SUPPORT / PRODUCT ENGINEER**

## CONTACT

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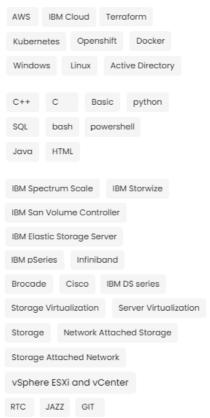- Sofia, Bulgaria

## 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.

## TECHNICAL SKILLS

AWS  IBM Cloud  Terraform

Kubernetes  Openshift  Docker

Windows  Linux  Active Directory

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

Storage Virtualization  Server Virtualization

Storage  Network Attached Storage

Storage Attached Network

vSphere ESXi and vCenter

RTC  JAZZ  GIT

## 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

## CERTIFICATION

- AWS SAA-02 - J8TL8BW2YBF4QB35

## 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