



Dilyan Terziev

REMOTE TECHNICAL SUPPORT / PRODUCT ENGINEER

CONTACT

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- Dilyan Terziev
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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
- Defect management tools RTC / JAZZ
- Solution Architecture

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

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.
- 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, ipv4, 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.
- 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