

Ilija Dimitrov

Personal Data

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Key Skills

SysAdmin

- VoIP (FreeSWITCH)
- SQL Database Administration (Postgres and Mysql)
- NoSQL Database (MongoDB) use of MongoDB Compass
- Web Server (Nginx and httpd/apache)
- Virtualization (Oracle Virtual Box and VMware)
- Scripting in shell
- Monitoring (Zenoss, SolarWinds, Nagios, Datadog, New Relic, AWS CloudWatch)
- Software and hardware management
- Customer support services
- Software installation, configuration, and upgrades
- Linux Security (iptables)
- User Management

Network

- Linux network configuration
- Linux routing (static routes)
- DHCP (installation and configuration of a server)
- Provisioning over TR069 and TFTP
- Cisco Switches basic configuration
- Cisco Routers basic configuration (interface, VLAN, static routes, access-list)

Scripting & Automation

- Scripting in shell
- HTTP/PHP
- Crontab
- Rsync
- Interest in python
- Ansible basic tasks
- Few Ansible-Playbooks in YAML

- System Backup & Recovery
- Troubleshooting

Profile

Responsible

- Leading team of engineers
- Serving customer-oriented application platforms (SMS, MMS, USSD, IVR, VoiceMail, Voice Core Platform, DHCP, provisioning platform, reporting, routing calls, custom made solutions), integration of new devices on the platform
- Interworking between different platforms
- Development of new features
- Working on international RFPs
- Implementation and documentation of various products
- Lead engineer for the voice platform
- Project Management
- Continuous delivery, continuous support
- Coordinate teams in the company
- Working with vendors, clients
- Writing knowledge base articles
- Cloud Infrastructure
- Deployments
- IaC over Terraform
- GitHub
- Basic Azure tasks
- Basic VMware tasks

Experience

- SIP/ISUP
- Linux (RedHat and Debian)
- Product delivery
- Management
- Support & Maintenance
- Reporting
- Ticket handling
- Working in international teams
- Working in different workflows (agile, waterfall)
- Working on short notice, deadline and under pressure
- Troubleshooting, reading logs from various platforms
- AWS Backups
- AWS Secret Manager
- AWS VPC
- AWS Instance
- MS SQL
- AWS RDS
- AWS S3
- AWS Route 53
- AWS Security Groups, Roles
- AWS IAM
- AWS LB
- Octopus, Jenkins
- Working on managed VMware provided by RedCentrix

Versatile

- Bachelor Telecommunication Engineer
- Sports - actively training karate, like watching football
- Interest in cloud technologies, VMs, orchestrators
- Solid spoken and written English
- Driving license
- Driven by success
- Solid people skills – soft skills

Work experience and responsibilities

2022 August – Ongoing Responsibilities

Senior TechOps Engineer

It's an international company providing services to clients worldwide. The service is built on AWS Cloud and the day-to-day job is related to monitoring, troubleshooting, performing actions to sustain service reliability, building and deploying new solutions.

- Working with an international team.
- Ticket Handling and issue solving within SLA.
- Performing various actions on AWS, creating and deploying architecture for all customers according solution requirements.
- Building scaleable and fault resilient solution for the customers.
- Alarm monitoring on DataDog, Grafana.
- Managing Grafana – in-house solution for monitoring.
- Performing housekeeping tasks for system performance.
- Working on various Windows Server distributions and MS SQL servers.
- Creating backups and storing them on AWS S3.
- Writing and updating KB articles related to work responsibilities.
- Tracking HTTP flow and checking related errors.
- Performing predefined deployment tasks over Octopus, Jenkins, and as collaboration unit GitHub.
- Performing tasks on GitHub, changes requested by customer and rollback to previous configuration.
- Using Postman for HTTP checks, debugging, creating basic API calls to PROD.
- Working on Terraform Cloud and building infrastructure via IaC.
- Using Octopus and Jenkins for deployments.
- Using GitHub as repository and versioning of the code within the team.
- Working on AD services – managed by AWS. Configuring users/groups access permissions and also register instances in the AD Domain.
- Configuring AWS managed service Route 53 for internal and external use and access.
- Performing various tasks on VMware – RedCentrix managed solution
- Performing checks on Azure Cloud

2020 February – 2022 August Application Support Analyst – Deltatre

Responsibilities

- Working with international team.
- Ticket Handling and issue solving within SLA.
- Alarm Monitoring on DataDog, New Relic, and AWS CloudWatch and tasks to resolve issue.
- Performing housekeeping tasks for system performance.
- Creating alarm scenarios, prioritizing alarms, integrations with Teams, Slack and Mail for notifications. Creating Dashboards, Monitors and using Logs for investigations.
- Working on MongoDB Atlas Cluster, querying MongoDB, working and updating related metadata.
- Working on inhouse developed customer solution platform and managing tasks like ingest, update, metadata cross checks.
- Writing and updating KB articles related to work responsibilities.
- Tracking http flow and checking related errors.
- Communicating with third party vendors.
- Performing predefined deployment tasks over Octopus – MaxMind GeoIP DB synchronization.
- Performing tasks on GitHub, changes requested by customer and rollback to previous configuration.
- Using Android Studio Simulator for troubleshooting and installing client apps for supported TV platforms.
- Working with Charles Proxy for debugging issue with end user devices.
- Using Postman for http checks, debugging, creating basic API calls to PROD.

2019 August – 2020 February Team Leader for voice services and realtime communication / Core Network and Services Operations – A1

Responsibilities

- Leading team of 4 engineers.
- Responsible for planning, operation, and maintenance of the following systems:
 - Fixed Telephony Service.
 - VAS (Value Added Service) running on open-source Linux Redhat and open source software Kannel. In-house development is an ongoing process for all new subscribers.
 - USSD Gateway.
 - Radius for mobile and fixed services.

- Roaming Steering.
- SMS, MMS.
- Provisioning Platforms for all fixed services.
- Close cooperation with other company departments (CRM, Billing, Business Solutions...).
- Maintaining close cooperation with platform vendors.
- Guiding team and assigning daily tasks.

2016 – 2019 August

One.VIP DOO Skopje as Core Network Expert - VIP

Telecom Domain experience

- Configuration and maintenance of Fixed Telephony Platform (SI 3000). This is a multi-protocol core element. Over this system interconnections to other Telco partners are made over ISUP/SIP and also serve residential and business clients over SIP, analog lines and ISDN PRI and BRI lines.
- Configuration and maintenance of Fixed Telephony Firewall (Oracle Acme Packet 3820 and Oracle Acme Packet 4600). Over this system, all VoIP (SIP) oriented services are configured.
- Configuration and maintenance of all end-user equipment (Linksys ATA, Cisco ATA, Grandstream, Patton, etc).
- Usage of troubleshooting tools (Wireshark/tcpdump, Anritsu)
- Configuration and maintenance of Blizoo platform and services. This platform is developed on Linux Debian (in-house). It's a platform that combines few services (HTTP/Apache, MySQL, NFS, and Freeswitch).
- Troubleshooting various telephony problems.
- Responsible for testing new devices and their preparation for commercial use.

Programing and Databases

- PHP, HTML, bash – programming. Developed various tools for simplification of work processes (example: backup processes, CDR analysis, administration, a configuration of end devices and core elements).
- Working on database MySQL and Postgres. Good SQL syntax knowledge.

Network and Security

- Configuring legacy SonicWall 2600 application firewall that is still operational.
- Configuration and maintenance of Linux networking with Quagga (zebra service for static routing and interface management).
- Iptables.
- Worked on SG 300 switchers.
- Worked on Cisco 7K series – basic configuration and troubleshooting.

Linux Administration

- Solid background on Linux distribution RedHat (Fedora, Centos),

Debian and Ubuntu.

- Solid background on Linux file management/file permission.
- Solid background on Linux user management/user partitions.
- Solid background on Linux process.
- IP security (iptables).
- Crone job (scheduler).
- Synchronization local and external over rsync.
- Linux troubleshooting skills and understanding log (log files).
- System Linux administration and support for Linux services:
 - Quagga (Zebra)
 - DHCP
 - NTP
 - NFS
 - iptables
 - xinet (tftp)
 - ftp/sftp
 - HTTP/Apache, nginx
 - Postgres
 - MySQL.

Monitoring Tools

- Experience with monitoring tools (Monit, Nagios, Zenoss, Solarwinds, Anritsu).

2007 – 2016

Cabletel DOOEL – Skopje / Blizoo DOOEL

Telecom Domain experience

- Configuration of telephony Softswitch CLASS 4 & CLASS 5 (Lucent Technologies).
- Interconnection performed on SS7 signaling links with Macedonian Telekom, VIP Macedonia, and ONE Macedonia.
- Configuration on RAD modems (RAD IP-MUX 14).
- Working with SIP and MGCP accounts.
- Managing the Number Portability service.
- Managing the billing system for telephony clients and interconnection billing.
- Developed CLASS 5 solution for Cabletel (Freeswitch software for Linux Debian and Red Hat complete system administration and support).
- System Linux administration and support for Linux services (DHCP, NTP, iptables, tftp, ftp, http, postgres, MySQL, monit, Nagios, Zenoss).
- Asterisk – Basic knowledge.
- Mediant 800 SIP to PRI equipment.

Programing and Databases

- PHP, HTML, bash - programing.
- Working on database MySQL and Postgres and also good SQL syntax knowledge.

Network and Security

- Configure CISCO switches and routers (NAT, static route, OSPF).
- Configure Extreme switches in Blizoo.
- Configure linux routers (quagga, iptables, dhcp).
- Configuring legacy SonicWall 2600 application firewall that is still operational. Designed network topology for all Blizoo employs and applied security policy.
- Knowledge in networking L2 and L3 layer and good troubleshooting skills.

Additional work-related skills

- Knowledge of regulatory policies in Macedonia.
- Automatization of processes.
- Reporting skills.

2007**Cable Plus – cable operator (Maksat & Kabelsat)****Network Administrator for DOCSIS**

- Working on Cable equipment – DOCSIS router.
- Solving different customer problems.

2005 – 2007**MOL – Macedonia Online Service Provider****Head of Technical Support**

- Head of Technical Support.
- Network Administrator - CISCO routers.

Technical interest and online courses

- Introduction to Linux - LinuxFoundationX – LFS101x over Edx.
 - Introduction to the Internet of things (IoT) T1 2018 - CurtinX – IOT1x over Edx.
 - Oracal Database Administration course and certification – at Semos.
 - Azure fundamentals course: Azure AZ 900 – at Semos.
 - Docker-CE.
 - Linux Advanced Course – by FINKI professor Boro Jakimovski
- Course topics:

- RH-Adv-Network services
- RH-Adv-DNS
- RH-Adv-DNS-services-tools
- RH-Adv-DHCP
- RH-Adv-HTTP
- RH-Adv-FTP
- RH-Adv-SSH
- RH-Adv-NTP
- RH-Adv-LDAP
- RH-Adv-Configuration Management
- RH-Adv-Ansible.

Courses / Certificates

- 09.12.2016 - SI3000 MSCN - Basic installation, operation and administration.
- 27.01.2017 - SI3000 MSCN – Advance installation, operation and administration.
- 06.03.2109 - vCSCF Operation and Configuration LZU 1082451.
- 08.03.2019 - vMTAS Operation and Configuration LZU 1082455.
- 15.03.2019 - vSBC Operation and Configuration LZU 1082515.
- Providing and receiving feedback – A1 eCampus Team.
- AWS Essentials – Course on Udemy
- AWS Cloud Practitioner – Course on Udemy
- Learn DataDog Monitoring – Course on Udemy

Languages

- Macedonian – native language.
- English – good spoken and written.

Education 2007

University "Sv. Kiril & Metodij" Skopje

Faculty of Electronics & Telecommunications

Bachelor Telecommunication Engineer

1994-1998

High School "Orce Nikolov" - Skopje