Ilija Dimitrov

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| **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 * System Backup & Recovery * Troubleshooting | **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 * Intrest in python * Ansible basic tasks * Few Ansible-Playbooks in YAML |

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| **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 knolidge base aricles * Cloud Infrastructire * Deployments * IaC over Terraform * GitHub * Basic Azure tasks * Basic VMware tasks | **Experience**   * SIP/ISUP * Linux (RedHat and Debian) * Product delivery * Management * Support & Maintainance * 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 Instancess * MS SQL * AWS RDS * AWS S3 * AWS Route 53 * AWS Security Groups, Roles * AWS IAM * AWS LB * Octopus, Jenkines * 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 | | **Senior TechOps Engineer** | |
| Responsibilities | | 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 requierements. * Building scalebale and fault resilient solution for the customers. * Alarm monitoring on DataDog, Garfana. * Managing Grafana – in-house solution for monitoring. * Performing housekeeping tasks for system performance. * Working on varius 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 buildind infrastructure via IaC. * Using Octopus and Jenlins 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 permitions and also register instances in the AD Domain. * Configururing AWS managed service Route 53 for internal and external use and access. * Performing varius tasks on VMVare – 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, Grandsteam, 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). | |

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| 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. |

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| 2007 | **Cable Plus – cable operator ( Maksat & Kabelsat)** |
| **Network Administrator for DOCSIS** | * Working on Cable equipment – DOCSIS router. * Solving different customer problems. |

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| 2005 – 2007 | **MOL – Macedonia Online Service Provider** |
| **Head of Technical Support** | * Head of Technical Support. * Network Administrator - CISCO routers. |

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| **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](https://training.io.mk/user/view.php?id=65&course=1)   Course topics:   * [RH-Adv-Network services](https://training.io.mk/mod/resource/view.php?id=15) * [RH-Adv-DNS](https://training.io.mk/mod/resource/view.php?id=16) * [RH-Adv-DNS-services-tools](https://training.io.mk/mod/resource/view.php?id=17) * [RH-Adv-DHCP](https://training.io.mk/mod/resource/view.php?id=19) * [RH-Adv-HTTP](https://training.io.mk/mod/resource/view.php?id=20) * [RH-Adv-FTP](https://training.io.mk/mod/resource/view.php?id=53) * [RH-Adv-SSH](https://training.io.mk/mod/resource/view.php?id=54) * [RH-Adv-NTP](https://training.io.mk/mod/resource/view.php?id=55) * [RH-Adv-LDAP](https://training.io.mk/mod/resource/view.php?id=56) * [RH-Adv-Configuration Management](https://training.io.mk/mod/resource/view.php?id=64) * [RH-Adv-Ansible](https://training.io.mk/mod/resource/view.php?id=66). |

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| **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 |

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| **Languages** | * Macedonian – native language. * English – good spoken and written. |

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| Education |  |
| 2007 | **University "Sv. Kiril & Metodij" Skopje**  Faculty of Electronics & Telecommunications  **Bachelor Telecommunication Engineer** |
| 1994-1998 | **High School "Orce Nikolov" - Skopje** |