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# SKILLS & CONTACT

Please check my social links for a full list of my skills and additional information about me:

* <https://martinkaldramov.github.io/> - Online Portfolio
* <https://www.linkedin.com/in/martinkaldramov/> - LinkedIn

# EXPERIENCE

## Software Group, Sofia (Bulgaria) *— Second Line Technical Support Engineer*

JANUARY 2018 - PRESENT

**Short summary of the daily responsibilities:**

* Supporting a Node.js (with Express.js) application
* Using GitHub (setting up SSH, using mostly log, fetch, pull and checkout operations, no commits or merges)
* Performing SQL database queries (mostly SELECT to find some information in the database and UPDATE whens something needs to be updated directly there)
* Troubleshooting issues, using the application logs for finding information(using grep, sed and awk, combined with advanced Regular Expressions)
* SQL Server administration (installation, configuration, backing up databases, setting up logins)
* Working with MongoDB (installation, configuration, setting up logins)
* Troubleshooting network related issues
* Setting up FTP servers to be used for file transfer
* Working with Windows Server (2012R2 Mostly)
* Working with T24 Core Banking System
* Working closely with the Developers, QA's and Project Managers to satisfy the client's requirements
* Working with 3rd part API's (SMS Providers, Mobile Network Operators)
* Working with Microsoft Azure (performing basic operations)
* Using Jira for Incident Management and Confluence for Knowledge Management

**Interesting Challenges:**

* Created a Node.js script for extracting a collection of specific events from the logs, to be used by the developers
* The logs consist of many records so finding specific ones is challenging and interesting

**Trainings:**

* Microsoft Containers training (Docker and Kubernetes)

## Addecco, Sofia (Bulgaria)*— Second Line Technical Support Expert*

MAY 2017 - JANUARY 2018

**Short summary of the daily responsibilities:**

* Supporting the internal tools and scripts, used by the team
* Developing new tools and scripts for internal use within the team
* Maintaining the LAB environment both physically and through Intel's Active Management Technology (Intel vPro)
* Delivering professional training to newly joined team members professional training to newly joined team members
* Creating and maintaining accounts and access to resources
* Providing support and coaching the team
* Maintaining the team's Sharepoint
* Constant communication with Technical Managers, Service Delivery Managers, Team Leaders from different locations (4 continents)

**Interesting Challenges:**

* Development of a tool for performing self-troubleshooting by the client (C#, .NET Framework). The target of the application was ~90000 client machines
* Writing technical documentation that would later be used by the team, when a new technology is introduced
* Dealing only with difficult edge cases which require thorough investigation and considerable effort
* Configuration and provisioning of machines with Intel Active Management Technology (part of the vPro suite)

**Awards:**

* Employee of the month (June 2017)
* Automation Champion (October 2017)

## Addecco, Sofia (Bulgaria) *— Second Line Technical Support Engineer*

FEBRUARY 2016 - MONTH 2017

**Short summary of the daily responsibilities:**

* Remote connection to the client machines through LogMeIn
* Working with different ticketing systems (Smart SMP, BMC Remedy, HPSM)
* Troubleshooting a large spectrum of issues in Windows 7 Desktop environment, including Microsoft Office products, Networking problems, performance problems, IE browser, accounts issues and working with the Windows Registry to name a few
* Maintaining user security on all systems and making sure SLA's are met
* Perform the necessary troubleshooting to determine the nature of the problem (hardware or software)
* Monitoring the client's systems
* Working with BIOS and the Windows Registry
* Troubleshooting Microsoft's SCCM (Software Center)
* Guiding customers through Windows re-installation
* Reading extensive guides and tutorials on new technologies that would be introduced in the work-flow later

**Interesting Challenges:**

* Depending on the nature of the issue troubleshooting could take a few hours (slow performance problems for example)
* Supporting customers with extensive technical knowledge which requires ability to demonstrate high technical knowledge and highly professional handling of the issue at hand
* Handling large volumes of tickets, due to software migrations and updates/changes

**Trainings:**

* Microsoft Active Directory

## Addecco, Sofia (Bulgaria) *— Knowledge manager*

OCTOBER 2015 - FEBRUARY 2016

**Short summary of the daily responsibilities:**

* Migrating knowledge articles from different knowledge bases
* Composition of the new articles, using an HTML editor
* Following the design standard of the articles
* Team meetings

**Interesting Challenges:**

* Modifying the source code (HTML) of the articles to meet design guidance

# EDUCATION

## University of Colorado, Denver

SEPTEMBER 2012 - SEPTEMBER 2013, DENVER, COLORADO

# AWARDS

* Employee of the month - August 2017, Addecco Bulgaria
* Automation Champion - November 2017, Addecco Bulgaria