SOFIA, BULGARIA

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# SKILLS & CONTACT

Please visit my social links for additional information about me and a list of my skill:

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

# EXPERIENCE

## ISI Emerging Markets Group, Sofia (Bulgaria) *— Junior Operations Engineer*

NOVEMBER 2019 - PRESENT

**Short summary of the daily responsibilities:**

* Handling support tickets related to the internal systems which are used in the company
* Providing end user support for an API Gateway product
* Automating daily support tasks using Python programming language
* Working with relational databases (mainly MySQL)
* Handling basic AWS cloud administration tasks
* Handling basic Linux troubleshooting tasks

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

JULY 2019 - OCTOBER 2019

**Short summary of the daily responsibilities:**

* Supporting a Managed File Transfer application, developed in the Java programming language
* Monitoring JVM performance and collecting thread and GC dumps for troubleshooting
* Troubleshooting issues with file transfers via various networking protocols - HTTP/S, FTP/S, SFTP, AS2, PeSIT
* Deploying the application on lab VMware Virtual Machines and reproducing production issues
* Collecting network traffic dumps in order to troubleshoot communication issues between different components in a multi-layered infrastructure
* Troubleshooting database issues (embedded MySQL or Oracle/MSSQL database servers)
* Troubleshooting issues with the product’s PKI solution

## Dreamix, Sofia (Bulgaria) *— Second Line Application Support Engineer*

AUGUST 2018 - JULY 2019

**Short summary of the daily responsibilities:**

* Supporting a Flight Management application, developed in the Java programming language
* Working with Oracle databases and developing PL/SQL scripts in order to fix production issues
* Monitoring the performance of the application servers (Icinga, Grafana)
* Troubleshooting complicated production issues by investigating application logs (Graylog, ELK stack) and database tables
* Close communication with Business, Development and Infrastructure teams
* Using Jira for Incidents Management and Confluence for Knowledge Management

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

JANUARY 2018 - AUGUST 2018

**Short summary of the daily responsibilities:**

* Supporting a Banking application, developed with Node.js
* Using Git - setting up SSH keys, pulls and checkouts
* Working with MSSQL Server - basic administration and composition of database queries in order to troubleshoot production issues
* Investigating the application logs (text format, not aggregate) using grep, sed and awk, combined with advanced Regular Expressions
* Basic MongoDB administration
* Troubleshooting network related issues
* Setting up FTP servers on Linux environment
* Working with Windows 2012R2 Server
* Working with T24 Core Banking System
* Working closely with other teams (Development, QA and Project Management) in order to meet and satisfy the client's requirements
* Working with 3rd party 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)

## Adecco, 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 usage within the team
* Maintaining a LAB environment
* Maintaining and administration of Intel's Active Management Technology (Intel vPro)
* Troubleshooting issues with Microsoft SCCM
* Delivering professional training to newly joined team members
* Accounts administration
* Providing support and coaching the team
* 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)

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

FEBRUARY 2016 - MAY 2017

**Short summary of the daily responsibilities:**

* 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 issues with Microsoft SCCM
* Guiding customers through Windows re-installation
* Reading extensive guides and tutorials on new technologies that would be introduced in the workflow later

**Interesting Challenges:**

* 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

## Adecco, 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