

## Svetlozar Vladkov Kosev



## Courses

- Excel 2019 Essential Training
- Wireshark: Malware and Forensics
- Ethical Hacking: Social Engineering
- Security Testing: Nmap Security Scanning
- Ethical Hacking: Denial of Service

## Skills

- Microsoft Office
- Leadership
- Microsoft PowerPoint

## Contact Information

**Email:** svetlozar@itproblems.work  
**Phone:** ~~Redacted for Privacy~~  
**Location:** Gabrovo, Bulgaria

## Current Information

IT Support Assistant  
Go Live UK Ltd.  
London

## Languages

- **Bulgarian** (Native)
- **English** (Professional Working)
- **French** (Elementary)

## Education

**2016—2022** Master's degree, Computer Technology/Computer Systems Technology — Technical University Gabrovo  
**2016—2017** Postgraduate, Pedagogy — Technical University Gabrovo  
**2012—2016** Bachelor's degree, Computer Technology/Computer Systems Technology — Technical University Gabrovo  
**2008—2012** High School Diploma, English and French Language — National Aprilov High School

## Projects

- Windows Server 2022 Installation, Configuration and Migration
- Exchange 2019 Installation, Configuration and Migration
- Office 365 Business Premium Set Up and Mailbox Migration

# Work Experience

May 2018—Present IT Support Assistant — Go Live UK Ltd.

- Anti-Spam and Phishing Email System
- Cloudflare
- CMD, PowerShell and Bash Scripting
- Compliance Analysis and Troubleshooting
- Compliance With the Cyber Essentials Standard
- Configuration Management
- Creation Of GDPR IT Documents
- Data Backup and Recovery
- Designing Solutions
- DHCP
- DNS
- Documentation And Reporting
- Domain Controller
- Email Marketing Campaigns
- Endpoint Security Management Via Avast, Symantec, Bitdefender, Sophos, TrendMicro, And MacAfee
- Exchange Server Standard
- Help Desk Support
- hMail Server
- Hyper-V Failover and Failback
- IASME Compliance
- IIS Web Server
- ISO 27001 Compliance
- Maintenance Of Computers, Servers, Printers and UPS Devices
- Microsoft Server Standard
- NISA STIGs Compliance
- Office 365, Google Workspace And IMAP/POP3 Email Migration
- Participation In the Largest Business Exhibition Event in Europe
- Phishing Simulations
- Proposal/Bidding
- Sales And Negotiations
- Security Management
- Semi-Annual Update of Documents Related To The Business Assurance
- Management System (BAMS)
- SPF, DKIM, And DMARC
- Synology NAS
- Training And Awareness
- Training Trainees and Interns
- User Account Management
- Using SCAP Compliance Checker
- Wazuh Testing and Implementation
- Website Certificate Renewal
- Website Maintenance
- WordPress cPanel
- Working With a CRM System

## About

Experienced IT professional with expertise in Active Directory, anti-spam and phishing email systems, Cloudflare, scripting (CMD, PowerShell, Bash), compliance analysis, configuration management, GDPR IT documents, data backup and recovery, and website maintenance. Proficient in Exchange Server, help desk support, hMail Server, Hyper-V failover, IASME compliance, IIS web server, NIST STIGs, Office 365, Google Workspace, and user training. Skilled in security management, phishing simulations, sales, and CRM systems. Committed to delivering efficient IT solutions and excellent support.

## Recommendations

- **Dimitar Georgiev** (*Frontend Developer; September 29, 2023, Dimitar worked with Svetlozar on the same team*) — I wholeheartedly recommend Svetlozar for any system administration role. His technical expertise, problem-solving skills, and dedication to maintaining a secure and efficient IT infrastructure are truly commendable. Svetlozar consistently ensures the smooth operation of our systems, demonstrating a deep understanding of complex networks and server environments. His attention to detail and proactive approach to system maintenance make him an invaluable member of our team. Svetlozar's reliability and professionalism have made a significant positive impact on our organization's IT operations.
- **Deivid Kirchev** (*Full Stack Web Developer; September 29, 2023, Deivid worked with Svetlozar but on different teams*) — Really enjoyed working with Svet, an awesome IT guy with a great personality. Even though we weren't in the same group, Svet's enthusiasm and fun way of doing things made our work together really enjoyable. He's not just skilled in IT, but he's also professional and knows how to make work both effective and fun. I highly recommend Svet for anyone looking for a top-notch IT professional who's also great to work with.
- **Nikolay Zlatev** (*Intern .NET Dev; October 21, 2023, Nikolay worked with Svetlozar but on different teams*) — Truly creative person! I am currently working with Svet in GoLive UK and I am impressed with his professionalism, charisma and work ethics. He makes smart decisions, support his teams and has excellent expertise in the security field.
- **Maria Bulgarova** (*Web Project Manager; December 11, 2023, Maria worked with Svetlozar on different teams*) — I know Svetlozar as a great colleague at Go Live where he works as an IT Support Specialist. His communication skills when working with colleagues and clients are flawless, and his knowledge and expertise in the IT area are second to none. He absolutely deserves to advance his career. He is highly qualified to handle more than is currently required of him.  
When Svetlozar takes on an IT project, he will follow through and personally ensure that every small detail is properly handled. He is an extremely effective specialist with superior organizational skills. Svetlozar is always professional and works hard to have an answer for every person who turns to him for help.  
It is my pleasure to strongly recommend Svetlozar for IT Specialist.