Zhoro Slavchev

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WORK EXPERIENCE

Technical Support Engineer L2
Yotpo/SMSBump

01/2023 – Present

Responsibilities

- Solving cases on daily basis through Salesforce ticketing system.
- Keeping all SLAs and KPIs in check while working on tickets.
- Writing Knowledge Based and How-To articles for all resolved tickets.
- Troubleshoot, handle and configure integrations for the product with other products.
- Test and reproduce bugs, report directly to RnD Department through Jira and Slack.
- Troubleshoot issues within customers Shopify accounts and Shopify integrations.

Technical Support Engineer
Finnovation/Klips

12/2021 – 10/2022

Responsibilities

- Solving cases on daily basis through Jira and Freshdesk ticketing systems.
- Writing Knowledge Based and How-To articles for all resolved tickets.
- Maintaining, querying Integration/QA/Production Databases for information.
- Performing systems and products sanity checks after minor and major upgrades/updates.
- Troubleshoot, handle and configure integrations for the product with other products.
- Reporting bugs or trading logic issue to QA or directly to Product Owners and RnD departments depending on severity.

Technical Support Engineer L2
AIOPSGROUP

02/2020 – 12/2020

Responsibilities

- Solving cases on daily basis through Jira ticketing system.
- Configuring changes, account administration and maintenance on the various systems that are present within AIOPS's support scope.
- Writing Knowledge Based and How-To articles for all resolved tickets.
- Triaging the received tickets and deciding type and urgency.
- Reproducing issues or configurations, bug detections and change request management.
- Keeping in check customer's production Databases.

WORK EXPERIENCE

System Implementation Engineer L2
Puzzel

01/2018 – 11/2019

Responsibilities

- Implement Customer Solutions.
- Solving projects in Puzzel's Project Handling system with keeping the KPI's and deadlines -required from the customer's side.
- Advisor on Puzzel's products.
- Assist with the education of other technicians.
- Keep abreast and have technical knowledge of the products itself.
- Categorize and prioritize requests from customers.
- Create, execute and keep in track a training plan for new hires.

Incident Management Specialist L2
Atos

03/2016 – 01/2018

Responsibilities

- Supporting company clients globally with root cause analysis, resolution for any failures and / or system outages.
- Supporting OpenScape Contact Center solution for call centers, resolving issues.
- Configuration changes, account administration and maintenance for Contact Center and applications related to it.
- Working in a multinational environment, collaborating with many teams, to resolve any issue that customers experience in their telephony systems.
- Writing Knowledge Based and How-To articles for all resolved tickets.
- Keeping all SLAs and KPIs in check while working on tickets.

uCMDB Application Support L1/L2
HP/HPE

07/2014 – 01/2016

Responsibilities

- Resolving customer issues via ServiceNow ticketing system in a timely manner.
- Keeping all SLAs and KPIs in check while working on tickets.
- Requesting and opening ALM tickets to R&D department.
- Providing RootCauseAnalysis for all resolved tickets.
- Writing Knowledge Based and How-To articles for all resolved tickets.
- Create, execute and keep in track a training plan for new hires.

EDUCATION

"Mathematics and Informatics"
Plovdiv University "Paisii Hilendarski"

2010 – 2012

"Informatics and technologies" with Mathematics
High school "St.Kliment Ohridski"

2006 – 2010

HARD AND TECHNICAL SKILLS

HTML – Advanced	CSS – Advanced	JavaScript – Advanced	React.js – Beginner
Python – Beginner	SQL – Intermediate	Bootstrap – Beginner	jQuery – Beginner

HARD AND TECHNICAL SKILLS

Node.js – Beginner	DOM Manipulation	GitHub and Version Control	Code Refactoring
Writing KBs & How-to's	PIM Systems – iPim, inRiver	WCM/CMS Systems – Episerver	eCommerce Systems – iShop
Familiarity with Kubernetes and kubectl	Familiarity with Jenkins	Familiarity with Postman	Familiarity with Logz.io
Familiarity with Google Analytics	Familiarity with Cloudflare	Familiarity with Shopify	Familiarity with Mailchimp
Familiarity with SendInBlue	Familiarity with MySQL DBs	Familiarity with CRM systems	Familiarity with Ubuntu 21.10 and 22.04 LTS
Familiarity with Fedora 35	Familiarity with PopOS!		

CERTIFICATES AND COURSES

Oracle Database: Administration Part I
Issuing Authority: I Learning, Certicate of Achievement No: 039

Networking Fundamentals and Basic Linux
Issuing Authority: Unify Service Center/GCS CEE Training Center Sofia

Oracle Database: Administration Part II
Issuing Authority: I Learning, Certicate of Achievement No: 038

Configuring Advanced Windows Server 2012 Services
Issuing Authority: Microsoft Partner ITCE, Gold Learning

Oracle Database: SQL Fundamentals I
Issuing Authority: I Learning, Certificate of Achievement No: 024

Installing and Configuring Windows Server 2012
Issuing Authority: Microsoft Partner ITCE, Gold Learning

Oracle Database: SQL Fundamentals Part II
Issuing Authority: I Learning, Certificate of Achievement No: 023

Udemy: The Complete JavaScript Course 2022
Issuing Authority: Udemy

VMware ESXi Fundamentals
Issuing Authority: Unify Service Center/GCS CEE Training Center Sofia

Udemy: The Complete 2022 Web Development (Full-Stack) Bootcamp
Issuing Authority: Unify Service Center/GCS CEE Training Center Sofia

CCNA Routing and Switching
Issuing Authority: Unify Service Center/GCS CEE Training Center Sofia

Udemy: Git & GitHub – The Practical Guide
Issuing Authority: Udemy

SOFT SKILLS

Teamwork	Communication	Problem Solving	Adaptability
Customer Care	Time management	Dependability	Positive attitude

INTERESTS AND HOBBIES

Gaming	Hiking	Chess	Photography
Tech news	Movies	Traveling	Reading books