Zhoro Slavchev

zgslavchev@gmail.com ✉

00359 894 617 664 📱

Sofia, Bulgaria 📍

WORK EXPERIENCE

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.

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.

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.
- Conguration 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.

uCMDB Application Support L1/L2
HP/HPE

07/2014 - 01/2016
Responsibilities

- Resolving customer issues via 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.

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
Bootstrap - Beginner	jQuery - Beginner	SQL - Intermediate	Git, GitHub and Version Control
DOM Manipulation	Code Refactoring	Implementation	Writing KBs & How-to's
RCA	Troubleshooting	PIM Systems - iPim, inRiver	WCM/CMS Systems - Episerver
eCommerce Systems: iShop	Google Analytics		

SOFT SKILLS

Teamwork   Communication   Problem Solving   Adaptability   Customer Care   Time management   Dependability

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

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

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

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

Udemy: The Complete JavaScript Course 2021

Udemy: The Complete 2021 Web Development (Full-Stack) Bootcamp

LANGUAGES

Bulgarian
Native or Bilingual Proficiency

English
Native or Bilingual Proficiency

INTERESTS AND HOBBIES

Gaming	Hiking	Chess	Photography
Tech news	Movies	Traveling	Reading books