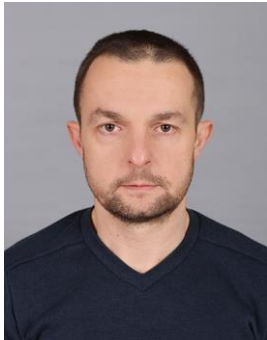## PERSONAL INFORMATION

Zdravko Panov

📍 Kazanski 34, Stara Zagora (Bulgaria)

📱 359886880065 ✉️

zdravko.panov@gmail.com

WORK EXPERIENCE

01/09/2022–10/11/2024

System Administrator
https://www.edynamix.com/

- Automated administrative tasks with PowerShell, reducing operational overhead in Active Directory environments.
- Wrote and maintained Bash scripts to streamline routine system tasks and improve automation.
- Managed and updated Windows Server clusters, ensuring system stability and high availability.
- Designed and developed custom dashboards in Grafana and Chronograf for real-time infrastructure monitoring.
- Configured InfluxDB for efficient data retention policies and optimized server performance monitoring using TICKscript.
- Created and implemented backup and recovery plans using Veeam Backup, ensuring data integrity and business continuity.
- Monitored and audited systems using AD Audit tools to maintain compliance and security best practices.
- Handled different operating systems under VMware and vCenter, including creating, cloning, and updating virtual machines to meet operational needs.

Business or sector System Administration

01/01/2021–01/09/2022

Help Desk Support Specialist
https://www.bulsatcom.bg/

- Managing add/delete accounts and groups, organization units etc. by goggle admin panel.
- Monitoring and maintaining computer systems and networks, troubleshoot Windows and Linux.
- Resolve technical issues using available resources within the company by using company proprietary tools.
- Resolve diverse range of technical issues across multiple systems and applications
- Resolve issues for staff via phone, or electronically
- Remotely accessing staff`s workstations via AnyDesk
- Stay current with system information, changes and updates;
- Using internal ticket system when it is needed

Business or sector IT support

10/06/2012–01/01/21 **Technical Support**

Bulsatcom, Stara Zagora (Bulgaria)

- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;

- Gather customer's information and determine the issue by evaluating and analysing the symptoms;
- Stay current with system information, changes and updates;

- Redirect problems to appropriate resource;

- Provides answers to clients - researching answers; guiding client through corrective steps.

10/10/2009–01/04/2012 **IT Specialist**

Mark Systems, Stara Zagora (Bulgaria) www.marksys-bg.com

- Splicing the fiber optic cable;

- Building IT network infrastructure;

- Assembling and repair computers;

- Installing new OS (Windows, Linux) and upgrading computer systems;

- Visiting users to set up their PCs or fix faulty equipment;

- Testing systems to make sure that they are working properly;

- Installing and configuring software;

- Design, construction and maintenance of local and wireless computer networks.

Business or sector IT support

01/07/2008–01/07/2009 **Computer repair technician**

Dikom, Stara Zagora (Bulgaria) www.most-sz.com

- Installing new OS (Windows, Linux) and upgrading computer systems;

- Testing systems to make sure that they are working properly;

- Servicing printers, scanners and other office equipment;

- Consulting in the field of information technology, building local networks and servicing computers;

- Building local networks and servicing computers;

- Installing and configuring software;

- Diagnosis and preventive maintenance. Subscription maintenance, service of computer systems and networks;

Business or sector IT distributors

01/02/2008–01/02/2009 **Help Desk Support Specialist**

Kaliman, Sofia (Bulgaria) www.magic-coin.bg

- Diagnose hardware and software problems and replace defective components;

- Build and maintain computer networks and related computing environments, including computer hardware;

- Perform routine network start-up and shutdown procedures, and maintain control records;

- Analyse equipment performance records in order to determine the need for repair or replacement;

- Assembling PCs and installing required software;

▪ Basic Linux system and network administration.

Assistant Network and Computer Systems Administrator

01/10/2004–01/02/2008   ## Vendor consultant
Reset computers
Solunska 1, Sofia (Bulgaria)
www.reset.bg

▪ Ensure daily activities at the store;

▪ Greet customers and offer information about the products;

▪ Make orders for customers and receive deliveries;

▪ Make inventory and store goods;

▪ Handle financial transactions;

▪ Receive and solve complaints about the services or products;

▪ Offer technical support to customers, if required;

▪ Manage shifts, assembling a schedules, for all of the store's employees; ▪ Assembling PCs and installing the required software.

Business or sector IT distributors

Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	B2	B2	B2

Technical skills

- **Scripting and Automation**: Intermediate experience with PowerShell and Bash, including scripting for Active Directory environments, log parsing, and system monitoring.
- **Database and Monitoring Tools**: Hands-on experience with InfluxDB, Grafana, and Chronograf for time-series data analysis, dashboard creation, as well as installation and configuration.
- **Virtualization and Backup Management**: Skilled in managing virtualized environments using VMware, vCenter, and Hyper-V, as well as implementing disaster recovery solutions with Veeam Backup.
- **System Administration**: Proficient in monitoring and managing Windows server environments, including Windows Clusters.
- Configure, install and upgrade operating systems, including Windows, Apple OS X, Linux, iOS, Android and Windows Mobile
- Lunux installation, basic support and troubleshooting
- Install and image virtual machines(VMware, Hyper-V, VirtualBox)
- Google work space admin panel
- Installing, maintaining and troubleshooting SOHO network(Wireshark, Wifi Analyzer)
- Intermediate knowledge in command line both Linux and Windows

Communication skills

- Excellent written and verbal communication skills
- Confident, articulate, and professional speaking abilities;
- Empathic listener and persuasive speaker;
- Excellent presentation and negotiation skills

Sertification: Compti A +

https://www.credly.com/badges/877137a7-980b-4f6f-afca-cfd11b912043/public_url