

# ZDRAVKO PANOV

Kazanski 34, Stara Zagora, Bulgaria  
☎ +359 886 880 065 | ✉ zdravko.panov@gmail.com

## PROFESSIONAL SUMMARY

Experienced System Administrator with over 10 years of expertise in IT infrastructure, system administration, virtualization, backup solutions, and network troubleshooting. Proven ability to optimize performance, automate tasks, and ensure system reliability in both Windows and Linux environments.

## TECHNICAL SKILLS

Systems: Linux & Windows Administration, Server Management, Google Workspace, Virtualization (VMware, Hyper-V)  
Networking: Wireshark, Network Troubleshooting, WiFi Analysis, Incident Management  
Automation: PowerShell, Bash Scripting  
Monitoring & Tools: InfluxDB, Grafana, Chronograf, System Monitoring, Performance Testing  
Backups & Recovery: Veeam Backup, Backup Strategies  
Support: Help Desk, AnyDesk Remote Access, Ticketing Systems, Technical Assistance  
Other: Hardware & Software Installation, Documentation, Team Collaboration, Time Management

## PROFESSIONAL EXPERIENCE

### System Administrator

*eDynamix – Remote | Sep 2022 – Nov 2024*

- - Automated administrative tasks using PowerShell to streamline Active Directory operations
- - Developed real-time infrastructure dashboards with Grafana and Chronograf
- - Configured InfluxDB for optimized server monitoring and retention policies
- - Implemented backup and recovery plans using Veeam Backup
- - Managed VMs on VMware and vCenter platforms

### Help Desk Support Specialist

*Bulsatcom – Bulgaria | Jan 2021 – Sep 2022*

- - Managed Google Admin panel accounts and OUs
- - Provided tech support for Windows and Linux systems

- - Used AnyDesk for remote troubleshooting
- - Tracked and resolved issues using internal ticketing system

### **Technical Support Specialist**

*Bulsatcom – Bulgaria | Jun 2012 – Jan 2021*

- - Delivered end-user support and hardware/software troubleshooting
- - Handled technical escalations and provided resolutions

### **IT Specialist**

*Mark Systems – Bulgaria | Oct 2009 – Apr 2012*

- - Installed and maintained OS (Windows/Linux)
- - Built LAN and wireless network infrastructures

### **Computer Repair Technician**

*Dikom – Bulgaria | Jul 2008 – Jul 2009*

- - Performed hardware diagnostics, upgrades, and system servicing

### **Help Desk Support Specialist**

*Kaliman – Sofia, Bulgaria | Feb 2008 – Feb 2009*

- - Managed basic Linux administration and hardware troubleshooting

### **Vendor Consultant / Tech Sales**

*Reset Computers – Sofia, Bulgaria | Oct 2004 – Feb 2008*

- - Provided tech support and managed retail operations

## **EDUCATION**

Technical University of Gabrovo

## **CERTIFICATIONS**

CompTIA A+

🔗 [https://www.credly.com/badges/877137a7-980b-4f6f-afca-cfd11b912043/public\\_url](https://www.credly.com/badges/877137a7-980b-4f6f-afca-cfd11b912043/public_url)