

RUMEN TOTSEV

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Sex: male | Date of birth: 20/12/1984 | Nationality: Bulgarian

I am self-motivated & result oriented. I work exceptionally within a team as well as independently. Through my previous experiences I've acquired the skill to problem solve in a manner, which helps me prioritize my tasks, time and workload in the most efficient way. I have strong attitude for learning new technologies and understanding how to utilize them in a customer-facing environment.
During my previous jobs I have learned how to report, track, analyze and troubleshoot different issues related to technical, software and QA related matters. Because of my experience as a sales agent, I have excellent communication skills, which give me the confidence and I feel comfortable communicating and working with diverse group of people.

EXPERIENCE

05.2023 - present

Level 1 Technical Support | Matrix I.T. Services Bulgaria EAD

• Create, manage and track tickets according to Service Desk standard operating procedures.
• Triage, diagnose, and resolve computer hardware and software issues.
• Resolve issues and assign to the correct support team when resolution is not possible
• Execute standard escalation procedures based on issue priority.
• Coordinate the installation of hardware and software
• Contribute to all Service Desk processes and technical documentation.
• Work on network support issues
• Work in a team-oriented collaborative environment
• Prioritize and multi-task in a high-pressure environment

07.2021 – 07.2022 (project ended)

Duty Manager / Senior Specialist - Computer Networks and Systems | Sutherland Bulgaria Sofia

• Resolve customer problems via telephone, web or other support channels – coordinating the solution with Managers and Engineers
• Escalating & reallocating cases to Senior Engineers, Escalation Engineers and/or Managers when the ticket is too complex or falls out of specific area of expertise
• Participating in technical communications within the Technical Support Engineering team to learn about new technologies and complimentary storage applications

03.2020 – 07.2021

Tier 1 Technical Support Engineer | Sutherland Bulgaria Sofia

• Diagnose, troubleshoot and resolve technical hardware and software issues
• Escalating and reallocating cases to Senior Engineers, Escalation Engineers and/or Managers when the ticket is too complex or falls out of specific area of expertise
• Creative approach to problem solving
• Participating in technical communications within the Technical Support Engineering team to learn about new technologies and complimentary storage applications
• Working with NFS, CIFS, SAN, Windows NT, UNIX, TCP/IP, Networking, RAID
• Using NetApp Storage System - OS such as Data ONTAP, E-Series OS, FAS storage systems
• Utilizing support tools and log to analyze system issues such as Perfstat, packet traces, ASUP logs etc.

09.2018 – 11.2019 (project ended)

Gaming QA | Concentrix Services, Sofia - Microsoft XBOX Account

• Ensure agents comply to quality standards, processes and documentation
• Providing feedback and coaching to agents to improve their quality scores
• Implementing processes for CSAT and Quality Assurance improvements
• Analyzing data, identifying and participating in problem resolution scenarios
• Participating in regular weekly and monthly meetings on client satisfaction processes and presenting reports and presentations on already analyzed quality data
• Exploring and identifying opportunities for improvement on internal and client satisfaction processes and tools.

04.2014 – 09.2018

Team Lead | HCL Technologies

• Quality assurance and quality check responsibilities
• Provide feedback and coaching to agents to improve their quality scores and overall performance
• Implementing processes for CSAT and Quality Assurance improvements
• Analyzing data, identifying and participating in problem resolution meetings
• Resolving incoming telephone, chat and email requests for technical and software assistance
• Exploring and identifying opportunities for improvement on internal and client satisfaction processes and tools
• Monitoring and assisting with resolving Level 1 and Level 2 questions and issues
• Multitask and pay close attention to details, working and adhering to SLA

EDUCATION AND COURSES

June 2023

QA fundamentals and Manual Testing | Soft Uni

- Test Management and techniques
- Web API, Postman and Databases
- Test Automation
- Software Development Lifecycle and Methodologies
- Issue Tracking - Jira and GitHub

May 2023

Software Technologies | Soft Uni

- Computer Systems, Software and Operating Systems
- Networks, Internet and Protocols
- Programming Languages and Databases
- Software Architectures and Containers
- Git and GitHub

March 2023

QA Basics | Soft Uni

- Test Levels, Test Types and Test Principles
- Bugs and Bug Tracking
- Test scenarios and test cases
- Manual testing and automated testing

February 2022

QA, technical, Scrum and Agile trainings | www.udemy.com

- Software Testing
- Introduction to Software Testing or Software QA
- Software Testing Simple (Software Quality Assurance QA)
- Essentials of Software Testing and QA
- All About Software Testing
- Manual Testing Crash Course for Software Testers
- Become Software Tester - A Complete Learning path to be a QA
- ALM Octane - The Basic of Test Management
- Java Programming Masterclass updated to Java 17
- Introduction to SAN and NAS Storage
- Basics of Scrum, Agile and Project Delivery
- Scrum For Beginners: Learn The Scrum Basics
- Complete Agile Scrum Course: Agile Management- Scrum Master

January 2022

KCS v6 Coach (NetApp Certified) | NetApp

- Helping knowledge workers assess the quality of articles and adherence to the process
- Providing feedback to the knowledge workers and, when appropriate, to management
- Establishing rapport and meeting regularly with the knowledge workers they are coaching
- Promoting understanding and adherence to the content standard (Content Standard Checklist)
- Create, publish and approve technical articles for broad audience visibility

June 2018

Supervisory Skills | Business Training Centre Arthur Adams Sofia

May 2010

Master Degree in Pedagogy | University of Shumen "Konstantin Preslavsky"

May 2007

Bachelor Degree in Geography | Sofia University "St. Kliment Ohridski"

Technical Skills

- Visual Studio Code
- Microsoft Office 365 (Excel, Word, Outlook, Teams)
- Microsoft Azure
- Active Directory
- Windows OS
- REST APIs
- Postman
- MySQL Workbench
- User Management
- SAP
- Jira
- ServiceNow
- Google Workspace
- Grafana
- WordPress
- Workday
- System Administration

Soft Skills

- Exceptional Communication Skills
- Active Listening
- Analytical & Critical Thinking
- Ability to Work Under Pressure and Meet Deadlines
- Multitasking

Systems & Platforms

- E-Series OS
- Data ONTAP
- Azure Cloud Services

IT & Support Skills

- Technical & Customer Support
- Service Desk Operations
- IT Escalation Management
- Problem Management
- System Performance Monitoring
- Data Entry

Quality & Process Experience

- Experience with QA, QC, and CSAT
- Problem Solving & Root Cause Analysis
- Attention to Detail

Languages

- Fluent in English