



CV

Autobiography of Dimo Varbanov

◆ Personal information

Name: Dimo Rumenov Varbanov

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◆ Additional information

Driver's license:

- B, B1, AM.

Language proficiency:

- English – A2 (spoken and written).
- Russian – A1 (understanding, basic communication).

Interests:

- Innovations in the IT world
- IT hobby projects
- Numismatics,
- Cars,
- Restoration of retro cars,
- Travel.

◆ Education

- **Industrial Business and Entrepreneurship**
University of Chemical Technology and Metallurgy (UCTM), Sofia – Postgraduate Specialization (2025 – until now)
- **Customs Operations**
University of Chemical Technology and Metallurgy (UCTM), Sofia – Postgraduate Specialization (2023 – 2025)
- **Pedagogical Qualification**
Sofia University “St. Kliment Ohridski” – Postgraduate Specialization (2022 – 2023)
- **Business Administration**
Technical University of Sofia – Master’s Degree (2021 – 2023)
- **Computer and Software Engineering**
Technical University of Sofia – Master’s Degree (2019 – 2025)
- **Computer and Software Engineering**
Technical University of Sofia – Bachelor’s Degree (2015 – 2019)
- **Secondary Education**
Sec.School “St. Cyril and St. Methodius”, Karnobat (2003 – 2015)

◆ Additional Courses and Certifications

- *Introduction to Java for QAs* – Skillo (2025)
- *QA Fundamentals and Manual Testing* – SoftUni (2025)
- *Software Technologies* – SoftUni (2025)
- *QA Basics* – SoftUni (2024)
- *CCNAv7: Enterprise Networking, Security and Automation* – Cisco (2022)
- *CCNAv7: Switching, Routing, and Wireless Essentials* – Cisco (2022)
- *CCNAv7: Introduction to Networks* – Cisco (2022)
- *Investment Basics* – Finance Academy (2022)
- *Design Basics* – SoftUni Creative (2022)

◆ Skills

- System and network administration (Windows, Linux, Active Directory)
- Installation and maintenance of hardware and software
- Mass deployment of operating systems and applications (imaging, cloning)
- Experience with remote administration tools (UltraVNC, TeamViewer Quick Support, etc.)
- Strong communication and coordination with teams and vendors
- Flexibility and adaptability in dynamic environments

◆ Profile

System Administrator and IT Engineer experienced in maintaining corporate infrastructure, school networks, and end-user devices. Skilled in working under pressure and resolving complex technical issues efficiently. Quick to adapt to new systems and technologies. Main goal: continuous learning, professional development, and contribution to long-term IT projects.

◆ Professional Experience

➤ Gameprom (Efbet)

Position: Software Support Consultant (technicle support)

Period: October 2023 – until now

- Provide real-time software system monitoring and support in a 24/7 production environment.
- Troubleshoot incidents and assist employees and clients both remotely and on-site.
- Work with tools such as Teramind, RDM, AnyDesk, VNC, Zabbix, and Smokeping for remote administration.
- Integrate new systems into existing workflows.
- Resolve issues in active and ongoing projects.
- Operate in pre-production and staging environments.
- Handle daily ticketing operations, ensuring correct prioritization and resolution of issues.

➤ 25th Secondary School "Dr. Petar Beron", Sofia

Position: System Administrator

Period: June 2023 – until now

- Maintain the school's IT infrastructure: 180 laptops, 30 desktop PCs, 10 AIO computers, 50 tablets, 20 multifunction devices (printers/scanners), 20 multimedia projectors, and 5 interactive whiteboards.
- Support and expand the building's network infrastructure (LAN, Wi-Fi access points).
- Install, monitor, and maintain access control systems with attendance tracking devices (TimeMoto - Time Clocks & Time Tracking Software).
- Perform mass installations and migrations to Windows 11.
- Create customized user profiles and classroom visual materials.
- Manage IT inventory and oversee handover protocols and documentation.

◆ Professional experience

➤ TU-Sofia Department of Student Dormitories and Canteens

Position: System Administrator

Period: May 2022 – July 2023

- Maintenance of equipment in: 15 buildings/dormitories, 2 student canteens, central administration of the department.
- Work in a real working environment.
- Maintenance of computer configurations.
- Selection, configuration and maintenance of the operability of server and computer configurations.
- Organization of a bandwidth regime for over 5,000 residents. And its maintenance in a working environment.
- Administration of large data sets in compliance with the requirements of GDPR,
- Inventory of equipment, administration of reception and transmission protocols.
- Preparation and implementation of a project to replace the "doormen" with video surveillance and 24/7 security.

➤ 25. Primary School "Dr. Petar Beron", Sofia

Position: System Administrator

Period: September 2020 – May 2022

- Support of the school IT infrastructure - 40 laptops, 30 desktop computers, 20 multimedia projectors, 10 printers, 1 interactive whiteboard.
- Reinstallation of devices with OS: Windows 10.
- Setup and installation of a set of programs/applications for the smooth conduct of the work process.
- Support of multimedia systems and educational software.
- Inventory of equipment, administration of transmission and reception protocols.