



Alexander Spasov

Profile

I am a highly competent IT professional with a proven track record in database administration, networking and website design who enjoys taking on new challenges to further develop and improve my IT skills.

Employment History

Help Desk Level 2 Support at International Contact Services, Sofia

April 2017 — Present

Working as a technical support in the insurance industry, supporting brokers and insurance company agents with a database management using Oracle SQL Developer, Internal Java Application InsisDB, Microsoft Dynamics CRM, Microsoft Outlook, Microsoft Teams, Microsoft Office 365, Ticket system for escalating technical and cyber security issues (Malware, Spoofing, Phishing, Ransomware, DDOS, etc), Cisco AnyConnect VPN, Remote Desktop Managers, etc. Also currently working on the website of the company using web technologies such as HTML, CSS, Javascript, Bootstrap, ParticlesJS, GSAP, TypedJS and NodeJS.

Education

Vocational secondary education, NSOU "Sofia", Sofia

September 2005 — May 2010

High school diploma with a focus on Informational Technologies.

Bachelor's, University of Telecommunications and Post, Sofia

October 2011 — May 2015

Bachelor's degree diploma with a focus on Informational Technologies with studied disciplines of Programming, Databases, Operating systems, Multimedia systems, Encryption etc.

Courses

Cyber Security and Cyber Protection, Cyber360

May 2021 — June 2021

Details

Sofia

Bulgaria

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Nationality

Bulgarian

Driving license

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Links

[Email](#)

[Whats App](#)

[LinkedIn](#)

Skills

Critical thinking and problem solving

Ability to Multitask

Effective Time Management

Leadership

Computer Skills

Fast Learner

Customer Service

Ability to Work Under Pressure

Ability to Work in a Team

Communication Skills

Microsoft Office

Languages

Bulgarian

English

Hobbies

IT News, Gaming and Hiking.