



# Vanyo Ivanov

## Business Support Engineer

### Contact

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#### Address

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#### LinkedIn

../ivan0vv

### Education

Organization of the hotel industry in tourism - PGOT „St. Ivan Rilski“, Pernik

Tourism

SWU "Neofit Rilski",

Blagoevgrad

### Licenses & Certifications

PHP, MySQL and Javascript (Foundation Level) - Pragmatic IT Learning & Outsourcing Center

Python Quick Start - LinkedIn

Remote Work Foundations - LinkedIn

IT Help Desk for Beginners - LinkedIn

Customer Service: Managing Customer Expectations - LinkedIn

### Language

English



### Profile

Experienced Software / Business Support Engineer with expertise in technical support, SaaS platforms, and troubleshooting. Skilled in Active Directory, O365, VMs, Citrix, IBM Mainframe. Strong analytical, problem-solving, and communication skills. Currently seeking English-speaking, fully remote opportunities in the IT field.

### Experience

#### Business Support Engineer | Sitecore | 2023 - 2025

Delivered first- and second-line technical support for multiple SaaS platforms, ensuring smooth client operations and resolving platform-related issues.

- Moosend Project – Supported clients with email marketing campaigns, including DNS configuration, HTML template corrections, and website tracking setup for analytics.
- Sitecore Search / Discover Project – Assisted enterprise clients using Sitecore's AI-driven platforms for personalized search and product discovery:
- Sitecore Search: A headless, AI-powered platform that delivers predictive, relevant, and personalized search results optimized for SEO and analytics.
- Sitecore Discover: A SaaS solution for product search, recommendations, and merchandising, enabling personalized shopping experiences via the Customer Engagement Console (CEC).
- Escalated complex cases to development teams, providing detailed logs, reproduction steps, and technical insights to speed up issue resolution.

#### Service Desk Analyst | Modis | 2022 - 2023

Technical Support Analyst providing Level 1 support to users and customers. Proficient in troubleshooting hardware and software issues, offering prompt solutions and delivering excellent customer service.

- Provided first-level technical support to end-users via phone, email, and chat, resolving hardware, software, and network issues.
- Assisted users in troubleshooting and resolving problems related to operating systems, applications, and peripherals.
- Documented incidents, service requests, and resolutions accurately and in a timely manner using the ticketing system.
- Escalated complex issues to Level 2 support and ensured timely follow-up and resolution.
- Collaborated with cross-functional teams to implement system upgrades, perform testing, and resolve technical issues.

#### Delivery Driver | Ivanov Delivery | 2019 - 2020

Safely and efficiently made deliveries in Amsterdam using personal vehicle.

Maintained accurate delivery records, including mileage, routes, and items delivered.

Provided excellent customer service, addressing inquiries and ensuring customer satisfaction.

#### Bartender | 2013 - 2019

Worked as a bartender in some of Bulgaria's top cocktail bars, including "The Corner, Sunny Beach" and "Urban Rebel, Sofia". Rapidly promoted to Head Barman, overseeing daily operations and leading a team. Specialized in crafting premium cocktails and delivering outstanding customer experiences. Developed innovative drink recipes, boosting customer satisfaction and loyalty. Efficiently managed inventory to optimize stock levels and reduce wastage. Trained and mentored junior bartenders, ensuring consistent quality and high service standards.