



ANDREY PENKOV

1% BETTER EVERYDAY

CONTACT

Phone

0887722030

Email

adi.penkov@gmail.com

Address

Varna, st. Kosta Conev #9

Website

[cv.andrey-penkov](https://cv.andrey-penkov.com)

EDUCATION

2020-2024

**Bachelor of
Computer Music**

New Bulgarian University

2016-2020

**Secondary
Comprehansive School**

SC Hristo Yassenov -
Etropole

LANGUAGES

English - C1

Russian - B1

FEW WORDS ABOUT ME

I am a motivated NOC Engineer with hands-on experience in cloud computing, system administration, and network management. In my professional roles, I've been responsible for monitoring cloud systems, managing diverse operating systems like Linux and Windows, and resolving complex technical issues for customers. My practical experience is further deepened by my passion for technology, which I explore through my personal home lab built on Proxmox. There, I manage everything from Docker containers and a private cloud to network services like OpenVPN and a local DNS, constantly expanding my skills in virtualization and system maintenance.

WORK EXPERIENCE

Zerto - Senior NOC engineer

April 2025 - On going

- Doing second level technical analysis and troubleshooting on system errors, bugs and behaviour.
- Assisting customers with providing custom scripts to resolve on going problems in the enviroment
- Analyzing full system logs for RCA and problem resolution.
- Developing and maintaining the company's knowledge base by thoroughly documenting all customer issues, solutions, and internal procedures.

CloudSigma - Technical Support engineer

January 2023- April 2025

- Monitoring cloud systems for performance issues, potential threats and outages. Taking proactive and active measures to prevent service disruptions
- Assisting customers with cloud service management, including VMs, storage and network configurations
- Managing and troubleshooting various operating systems - Windows, Ubuntu, Debian, Fedora, CentOS, NetBSD
- Conducting system evaluations and quality assesments

TexExperts - Techical Support engineer

March 2022 - Semptember 2022

- Identifying, investigating and resolving users' problems with the software and hardware
- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues



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EXPERIENCE SUMMARY

- I have learned to use tools for task assisting like: **Jira, Zendesk, Microsoft Office, Wireshark, Cisco packet tracer, Bamboo, Zabbix, Pingdom.**
- I have experience operating different hypervisors like: **VMware, Hyper-V, VirtualBox, ProxMox and Azure.**
- Additionally, I have home lab server, for creating personal project and expanding my knowledge. There I host the following:
 1. **OpenVPN server** - Basic OpenVPN server set up for connecting to the home network, when traveling away from home. It is also used for monitoring the traffic over the network.
 2. **CV website** - Basic website used to showcase my work, build using HTML, CSS, PHP and JavaScript.
 3. **Linktree website** - Linktree type of website build by me to serve my main domain and forward potential visitors.
 4. **Local DNS server** - Pi hole DNS server build on Docker container to manage my home network DNS.
 5. **Nginx proxy manager** - Proxy manager to compliment the local DNS server, by managing traffic to the appropriate ports.
 6. **Mail server** - MailCow mail server build in Docker container, used to manage automated emails for my services.
 7. **Personal finance app** - AP Finances app build from zero, used to manage the finances of my family.
 8. **Private cloud storage** - AndyCloudStorage is a private cloud storage solution, similar to Google drive, for storing files, backups and more.
 9. **OpenWebUI + LiteLLM** - A combination between two apps creating a private and secure chatting platform for AI models like Gemini, GPT, Claude and much more.
 10. **ArtNails webb app** - Fully functional web app for manicurist to handle her shegule, portfolio and much more.

MY SKILLS & EXPERTISE

CHARACTER TRAITS

Team player
Responsibility
Motivated
Ambitioned
Possitive
Organized
Consistent

TECHNICAL KNOWLEDGE

Windows system administration
Linux system administration
Network Administration
Basic scripting
Log analyzing
Hardware maintenance skills
Basic HTML, CSS, PHP, Python, YAML and JavaScript

CERTIFICATE

This certificate is issued by Software University to acknowledge that

Andrey Petkov Penkov

has successfully completed a course

Computer Networking Fundamentals - October 2024

with **5.69 / 6.00**



Issue date: 15/12/2024

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Svetlin Nakov

Manager Training and Inspiration

CERTIFICATE

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Linux System Administration - June 2024

with **5.70 / 6.00**



Issue date: 29/07/2024

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Svetlin Nakov

Manager Training and Inspiration



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Windows System Administration - March 2024

with **6.00 / 6.00**



Issue date: 20/05/2024

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Svetlin Nakov

Manager Training and Inspiration