ITS DELIVERY SPECIALIST

PAVEL KOLAROV

www.pavelkolarov.net // pavel_kolarov@yahoo.com // www.linkedin.com/in/pavelkolarov

Sofia, Bulgaria – Open to Relocation // UK Visa-Eligible // +359 88 26 111 09

PROFILE

Globally minded IT & Systems Engineer with hands-on experience across enterprise environments, fluent in multiple languages and effective in fast-paced multicultural teams. Skilled in coordinating technical delivery, supporting IT systems, and solving both human and technical challenges. I combine structured engineering thinking with a people-focused, precise approach to work.

EXPERIENCE

Jun 2025 – present

TELEKOM AUSTRIA GROUP
ITS Delivery Specialist

• Manage enterprise post-sales service delivery, processing Cisco Commerce hardware and software orders through SAP SD.
• Coordinate technicians, ensure requirement alignment, and maintain communication between business clients and internal teams.
• Improved order accuracy and documentation consistency across multiple service locations.
• Helped reduce delivery delays through proactive coordination and tracking.

Nov 2024 – May 2025

HEWLETT PACKARD ENTERPRISE
Compute Hardware Support Engineer

• Diagnosed and maintained enterprise server hardware using logs and diagnostic tools.
• Coordinated replacement components with vendors and field technicians.
• Successfully resolved high-priority incidents while maintaining SLA compliance.
• Improved issue identification workflow, reducing troubleshooting time.

Sep 2022 – Oct 2024

ROBERT BOSCH
System Engineer

• Gathered system requirements and maintained structured technical documentation.
• Supported Agile teams by defining verification criteria for software and system features.
• Contributed to major product lines, including Mercedes Ambient Light and Bosch E-Bike Systems.
• Improved requirement clarity by restructuring documentation and reducing ambiguity.

Oct 2021 – Mar 2022	**C3I / HCL TECHNOLOGIES** IT Helpdesk Analyst

• Provided B2B IT support for AbbVie Germany, managing AD accounts and onboarding.
• Resolved software and hardware issues for employees.
• Maintained strong first-contact resolution rates and consistent SLA performance.
• Ensured smooth user onboarding with no critical access issues.

Jan 2021 – Sep 2021	**BLINK HOME / AMAZON** Technical Support Representative

• Supported US and DE customers with device, connectivity, and app issues.
• Handled returns, warranty cases, and device setup.
• Maintained high customer satisfaction scores across support channels.
• Identified recurring issues and escalated them to improve user documentation.

Jan 2019 – Oct 2019	**DATECS** Assembly Technician

• Assembled electronic devices and performed functional testing.
• Conducted hardware quality checks and troubleshooting.
• Achieved consistent defect-free output across high-volume batches.
• Improved testing efficiency through optimized workflow steps.

EDUCATION

2019 – 2023	**TECHNICAL UNIVERSITY OF BERLIN** BSc Computer Engineering (Part-Completed)

Completed 4 semesters (Engineering fundamentals, electronics, C embedded programming, technical mathematics, etc.)

PROJECTS

• Python Order Tracker Tool (internal workflow enhancement)
• Game Development Project
• Personal Portfolio Website
• Custom Design & Branding Studio

CERTIFICATIONS

• Cybersecurity Basics
• Applied Computer Science Principles
• Technical English for Electrical Engineering
• DSD II – German Language Diploma

LANGUAGES

• English C1
• German C1
• Russian B2
• Bulgarian Native

TECHNICAL SKILLS

Active Directory · Virtual Machines · SAP SD · Hardware Diagnostics · Jira · Confluence · Jama · DOORS · Server Hardware · Networking Basics

PROGRAMMING & TOOLS

Python · C/C++ · GitHub · Microsoft 365 · Visio · JavaScript · HTML

ADDITIONAL SKILLS

Troubleshooting · Documentation · Requirements Engineering · Agile · Design Tools (Photoshop, Vegas, Vector Graphics)