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SKILLS

Workplace & identity

Google Workspace · Microsoft 365 licensing · Slack · Notion · Intune & Autopilot · Azure, SharePoint, OneDrive · Endpoint Central · Atlassian*

Devices & hardware

Windows & Windows Server · Google Meet hardware · PC & hardware troubleshooting · Printers & phones · Office access control

Network & security

OpenVPN · Networking · VLANs & access-control rules* · DNS* · VPN*

Virtualization & Linux

VMware · Hyper-V · Proxmox · Ubuntu, Ubuntu Server, Debian* · Docker*

AI & automation

GPT · Claude · Gemini · Canva · CapCut* · Higgsfield* · Dashboards & automations

Build & deploy

GitHub* · Vercel* · Netlify* · Google Firebase*

* Learning & building

CERTIFICATIONS

edX
Information Systems and Computer Applications, Part 2: Hardware

SoftUni
Linux System Administration

EDUCATION

2009 – 2012 · High School
Cook, Bartender & Waiter

LANGUAGES

Bulgarian	Native
Polish	Native
English	Fluent

REFERENCES

Available on request

YANKO PATEV

SYSTEM ADMINISTRATOR / SOFIA, BULGARIA

PROFILE

System Administrator with over a decade in IT support and operations – from frontline support to running IT for around 150 users. I keep devices, cloud accounts and office infrastructure running smoothly, and I build AI-assisted dashboards and automations that save time and money. Passionate about PC hardware, networking and emerging technologies, and I test everything in my own homelab first.

WORK EXPERIENCE

- System Administrator

Excelsior Works

- Relocated the entire office from one location to another
 - Support around 150 users and their computers
 - Administer Google Workspace, Slack, OpenVPN, Notion, Microsoft 365 licenses and Google Meet hardware; partial GitHub and Atlassian administration
 - Built dashboards and internal tools with AI agents for a smoother, faster workflow
 - Created automations that speed up processes and lower business costs

Oct 2025 – present
- Junior System Administrator

Momentum Operational Services

- Installed, configured and maintained office hardware (desktops, laptops, phones, printers and partially server equipment)
 - Partial configuration and maintenance of Azure, SharePoint, OneDrive and users
 - Device administration and configuration via Intune and Autopilot
 - Deployment and remote device management via Endpoint Central
 - Configured and maintained office access control

2024 – 2025
- Advanced Tech Support

Concentrix · Microsoft Surface project

- Supported Premier customers and Autopilot registrations
 - Collaborated with different Microsoft teams
 - Collected and analyzed device and system logs
 - Worked closely with Escalation Engineers and Incident Managers
 - Performed remote sessions via Quick Assist
 - Handled internally escalated cases

2023 – 2024
- Frontline Technical Support

Concentrix

- Supported business customers over phone and email
 - Met required SLAs
 - Trained new hires
 - Assisted with internal technical workshops

2017 – 2023
- Advanced Tech Support

TELUS · Riot Games project

- Analyzed and resolved cases escalated by frontline support
 - Collaborated with the technical team on global issues
 - Created and organized technical trainings for frontline agents and new hires

2015 – 2017
- Player Support Specialist

TELUS · Riot Games project

- Answered player questions and resolved issues via Zendesk and chat during the testing phase of the support function
 - Resolved cases from Account Recovery, Billing, Player Behavior and Technical departments

2013 – 2015