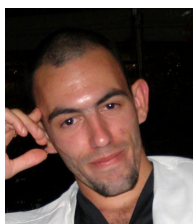


PERSONAL INFORMATION

David Sarkisyan



 Chereshovo Topche 2, 4000 Plovdiv (Bulgaria)

 359 883 394 748

 sarkisyan.david@gmail.com

Date of birth 16/03/1988

PREFERRED JOB

Web Developer/Software Engineer

WORK EXPERIENCE

Jul 2019–Present

Senior System Administrator

IT Factory, Plovdiv (Bulgaria)

Mainly my job is to perform system administration work for various web hosting companies, IT Factory is employed by. This includes but is not limited to:

- monitoring server performance
- ensuring server stability and security levels
- enforcing companies' policies onto customers' accounts/servers
- migrating servers
- migrating websites/accounts between servers
- communicating with various data centers
- taking ownership and resolving incidents
- expansion and maintenance work on the companies' network infrastructure

In addition to system administration work, my responsibilities also include:

- designing and executing custom server-side software for the needs of the web hosting companies
- offering bespoke software solutions to clients
- servicing a large variety of web applications and plugins/extensions
- developing plugins/extensions from scratch on per-project basis for customers
- performing Security Audit services for clients, to clean websites/accounts from malware
- assisting customers via Help Desk tickets
- providing Customer Service support to clients

Jul 2018–Jul 2019

Self-funded Entrepreneurship

Throughout the year, I spent my time working on several personal projects. Most of this time I worked on designing and creating Dinom.net.

Due to unforeseen circumstances, I had to *Pause* the project indefinitely.

Aug 2015–Jul 2018

Chief Technology Officer

Guardian Survival Gear INC., Boise (United States)

As CTO within a small company I held oversight of all web platforms and sole security specialist. Being able to communicate thoroughly between all departments allowed me to accumulate knowledge in varying aspects of a Inc 5000 company and gain insight into fields aside from my own. The knowledge gained in this position not only accelerates my performance in my primary field but allows me to be able to migrate into other positions seamlessly.

I was the key asset able to take ideas on paper and turn them into a tangible product. One of my most personally profound examples of this was creating the Brightladder 2.0 platform. Brightladder was a business development company but lacked the technological resources to truly stand out. Within an unexpectedly short time frame we were able to take an array of various ideas from multiple departments and created a functional and cohesive platform.

- Resolving multiple issues with company and client websites
- Malware prevention and security analysis for the company and client base
- Improving the stability and security of company websites
- Developing functionality applets to ease the life of the administrative departments
- Building an IT infrastructure with in-house and internally managed servers
- Migrating websites and data from third-party and public venues to the built-in IT infrastructure, to ensure the data's safety and improve on the speed and security of the websites.

Jan 2014–Mar 2015

Chief Technology Officer

WebHostFace.com LLC, Plovdiv (Bulgaria)

WebHostFace was a "start-up" company, founded few months before I joined. I joined the company as the head Back End developer, but due to need of an experienced and knowledgeable technician in the hosting industry, I had to take charge of the entire technical aspect of the company.

Throughout the one year I was part of the company, I worked on lots of different tasks, most of the time simultaneously. This is just a small list of my duties and tasks I have worked on:

- Constantly monitoring the performance of all servers to ensure their stability
- Improve the performance of all production servers
- Architectural and infrastructure design of all production server groups (shared servers, VPS servers, dedicated servers, cloud solutions, internal servers)
- Team leader of the development department (Front End and Back End)
- Evaluation of the developers' work performed on regular basis
- Leading educational courses for new employees (Technical Support, Sales Representatives, Customer Service, and System Administrators)
- Monitoring the workflow of the Technical Support representatives, and constantly focusing on improving their attitude and skills towards better experience for the customers
- Troubleshooting and resolving server issues, being available 24/7
- Setup, maintenance, and expansion of the private company server infrastructure
- Designing, creating, publishing, and maintaining a complete solution for Backups for all of the production server groups (with double redundancy)
- Designing and creating a custom server monitoring platform, which should automate the monitoring and stabilizing of the servers, including keeping the server stable on emergency occasions (overloaded web service; exhausted memory pool; DDoS against certain IP/website; etc). The platform was not completed.
- Developing and integrating custom payment gateway modules into WHMCS, for communication with ACS and Gate2Shop.
- Designing and implementing multiple caching layers to optimize the loading speed of the company's website (~5 sec. down from ~90 seconds), created right after the creation of the company, by freelance developers.
- Designing, creating, publishing, and maintaining shared server architectural change, which allows the usage of multiple PHP versions for each account, giving the owner the option to select different versions and different PHP settings per folder.
- Creating cPanel tools which allows the users easier and quicker management of their hosting accounts
- Developing and implementing custom security rules for the mail service (Exim & Dovecot) to prevent SPAM and Phishing emails from being processed.
- Monitoring and optimizing the performance of the MySQL services on the production shared

servers

Jun 2010–Jan 2014

Senior Supervisor, Technical Support Team

Siteground.com, Plovdiv (Bulgaria)

- Managing a team of 25 technicians
- Constantly monitoring the work load and attitude of each representative on schedule
- Optimizing the working process and assisting an overloaded colleague
- Organizing and leading regular training courses to improve the capabilities of the Technical Support Team
- Leading beginners training courses for the new personal
- Constant collaboration with different teams and departments within the company
- Troubleshooting and investigating most difficult cases with clients' websites, applications, and the hosting environment
- Regular collaboration with System Administrations and Operations Departments towards developing new services
- Creating custom patches for clients' websites
- Developing CLI scripts for customers and their projects
- Managing and prioritizing multiple cases simultaneously

Business or sector Internet Web Hosting

Related document(s): Letter_Of_Recommendations.pdf

Mar 2009–Jul 2010

Web Developer

Christian Pope, Jacksonville, FL (USA)

Developing websites and database driven modules with cutting edge technologies

Business or sector Internet/E-Commerce

Apr 2008–Feb 2009

Web Developer

Jordan Bonev, Jersey City, NJ (USA)

Developing websites, database driven modules, facebook applications, eCommerce platforms modifications

Business or sector Internet/E-Commerce

Aug 2002–Dec 2006

Web Developer, Web Designer

eXecute Design, Plovdiv (Bulgaria)

Business or sector Internet/E-Commerce

Mar 2002–Aug 2002

Graphic treatment and graphic designer

eXecute Design, Plovdiv (Bulgaria)

Business or sector Publishing/Printing

EDUCATION AND TRAINING

Sep 2003–Oct 2007

Secondary School or equivalent

Konstantin Velichkov, Plovdiv (Bulgaria)

High School

PERSONAL SKILLS

Mother tongue(s) Bulgarian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C1	C1	C1	C1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages - Self-assessment grid

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Proficient user	Proficient user	Independent user	Proficient user	Proficient user

Digital skills - Self-assessment grid

Expert Knowledge in:

- PHP [OOP, MVC, various frameworks (CakePHP, Symfony, Smarty, etc.)]
- MySQL - Expert [Structural Design, Query Design, Administration, Optimization, Maintenance, Partitioning, Replication, etc.]
- HTML5
- CSS3

Advanced Knowledge in:

- JavaScript / AJAX
- Perl
- Python 3
- Bash
- Regular Expressions
- Linux server administration (including OS and services installation, configuration, and maintenance of vital production services)
- Sed
- Awk
- MongoDB
- {Less} CSS, SASS
- Node.js
- Networking systems and infrastructure
- Apache
- Nginx
- PostgreSQL

Driving licence AM, B1, B

ATTACHMENTS

- Letter_Of_Recommendations.pdf

Letter_Of_Recommendations.pdf

Subject: Letter of recommendation
Date: Mon, 20 Jan 2014 13:54:56 +0200
From: Nikolay Todorov <nikolay.t@siteground.com>
To: Dave <sarkisyan.david@gmail.com>

To Whom it May Concern:

Dave has worked for Siteground for the last almost 4 years. He has gone all the way from a regular support team member to level 2 support supervisor. While under my supervision, his responsibilities have included everything from training and supervising of support team members to installing, configuration, debugging, designing and programming of new software.

We are satisfied both by his technical and supervision abilities which never failed even under the hardest circumstances. We know that we can always rely on him.

Dave has done an excellent job and I would always recommend him. Please let me know if I can provide you with any further information.

Respectfully,

-

Nikolay Todorov
CTO @ SiteGround.com
cell: +359 88 8229961
email: nikolay.t@siteground.com