

## Contact

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## Top Skills

DevOps  
Continuous Integration and  
Continuous Delivery (CI/CD)  
Linux System Administration

## Languages

Russian (Limited Working)  
Bulgarian (Native or Bilingual)  
English (Full Professional)

## Certifications

ITIL Expert  
ITIL 4 Foundation  
AWS Certified Cloud Practitioner  
Azure Fundamentals  
ITIL 4 Practitioner: Release  
Management

# Andrey Karadimov

ITSM Consultant  
Sofia, Sofia City, Bulgaria

## Summary

More than 30 years IT experience – 20+ years professional IT career in the biggest local and worldwide companies. Areas of expertise: UNIX/Linux OS family, Oracle DB, Cloud, Programming, People Management, Process Management and others.

Political experience since 2008 incl. Adviser of Deputy Prime Minister of Economic Development in Bulgarian Government (2013-2014), ICT Expert in INEP (Non-Government Organization) and Bulgarian Socialist Party.

Addicted to Science – Robotics, Green Energy, Cosmology, Environment Engineering.

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## Experience

DXC Technology  
ITSM Consultant  
April 2017 - Present (7 years 9 months)  
Sofia

Subject Matter Expert  
Implementation of ITSM processes for outsourced businesses.  
Managing, on-boarding and remediation.

HP Enterprise  
ITSM Consultant  
November 2006 - April 2017 (10 years 6 months)  
Subject Matter Expert - Change and Releases Management processes:  
Implementation of ITSM processes for outsourced businesses.  
Managing, on-boarding and remediation.

Bulgarian Government  
Adviser of Deputy Prime Minister  
August 2013 - July 2014 (1 year)  
Development and execution of E-Government strategy.

Coordination between the government agencies for proper alignment and compliance with e-requirements.

Transforming paper process to adequate and law complaint electronic version.

## BSP

ICT Expert - Council of information service, social networking and messaging

July 2012 - September 2012 (3 months)

## Institute for New Progress

Board Member - ICT Expert

January 2011 - September 2012 (1 year 9 months)

Sofia

## ITCom Solutions Ltd.

Business Owner

January 2008 - September 2012 (4 years 9 months)

Sofia

IT consultancy, Linux Administration, DB Administration, DevOps, System/  
Application Integration

## Mobiltel

4 years 2 months

Head of Technical Support Systems Development

April 2006 - November 2006 (8 months)

## Head of Operations Center

January 2005 - April 2006 (1 year 4 months)

Develop and Manage of IT operations center based on ITIL practices

Establish monitoring capabilities and Event Management process and tools

## Senior Database Administrator

October 2002 - January 2005 (2 years 4 months)

Sofia

## Solix

System Administrator

October 1999 - October 2002 (3 years 1 month)

## CIBS Ltd.

System Administrator  
January 1999 - October 1999 (10 months)

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## Education

Massachusetts Institute of Technology  
Introduction to Aerospace Engineering: Astronautics and Human  
Spaceflight · (2015)

Massachusetts Institute of Technology  
Computer Science and Programming · (2012 - 2013)

UC Berkeley  
Artificial Intelligence · (2012 - 2013)

Tehnicheski Universitet  
Master's degree