

# ASEN PANAYOTOV

## PROFILE

Experienced IT professional with a proven track record in providing technical support, managing IT assets, and leading cross-functional projects in global corporate environments. Skilled in troubleshooting complex systems, preparing user equipment, and creating detailed documentation. Strong communication and interpersonal abilities, with experience collaborating across teams and external partners. Adept at handling large-scale technical operations and ensuring smooth system functionality. Proficient in IT systems, hardware, and corporate tools, with a proactive and self-driven approach to problem-solving and project management.

## WORK EXPERIENCE

### World Bank Group

2021 - PRESENT

#### Senior IT Assistant - Engineering

- Provided global IT support, troubleshooting and resolving user issues related to videoconferencing hardware, software, and infrastructure, while managing access to internal systems and applications.
- Managed an inventory of over 3,000 devices, handling asset tracking, diagnostics, repairs, and deployment across global offices.
- Created and maintained technical documentation and user guides, ensuring accurate, up-to-date information for team and user reference.
- Collaborated with internal IT, network, and security teams, as well as external partners like Cisco, to ensure smooth system operations and successful project implementations.

### IBM Bulgaria - Cisco Project

2020 - 2021

#### SBR Engineer - TAC

- Delivered technical support for Cisco Webex services via phone, email, and chat, ensuring swift issue resolution for customers.
- Promoted to Skill-Based Routing Engineer (SBR), contributing to the migration from the Admin Panel to Control Hub and troubleshooting complex platform issues.
- Collaborated with Cisco's back-end development team to improve platform functionality and ensure smooth customer experiences.

### Event Academy Bulgaria

2018 - 2020

#### Event Manager

- Planned and executed large-scale events, including four music festivals, overseeing all logistics from concept to completion.
- Built and maintained business relationships with vendors and clients, ensuring successful event execution and profitability.
- Managed financial reporting, staff coordination, and real-time problem-solving for seamless event management.

### PicPac BV.

2015 - 2018

#### Team Lead / Purchasing management

- Led a team of 40-50 employees, overseeing warehouse operations and ensuring efficient goods processing and order preparation.
- Promoted to Purchasing Manager, optimizing stock purchasing, delivery planning, and forecasting based on market trends.
- Developed strong relationships with business partners, improving stock delivery accuracy and inventory management.



## CONTACT

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## EDUCATION

2022 - 2023

UNIVERSITY OF NATIONAL AND WORLD ECONOMY

- Master of Higher Management

2018 - 2022

UNIVERSITY OF NATIONAL AND WORLD ECONOMY

- Bachelor of Marketing

2011 - 2015

TECHNOLOGICAL SCHOOL ELECTRONIC SYSTEMS

- Professional Qualification Software engineer

## SKILLS

- IT Support & Troubleshooting
- Project Management
- IT Asset Management
- Effective Communication
- Teamwork
- Device Management & Configuration
- Leadership
- Technical Documentation
- Critical Thinking & Problem Solving
- Networking Fundamentals
- Time Management
- Collaboration & Interpersonal Skills
- Adaptability

## LANGUAGES

- English (Fluent)