

SLAVI GEORGIEV

Senior IT Support Engineer

With 9+ years of experience at high-growth companies including **iwoca** and **Medik8**, managing multi-platform device fleets (macOS, Windows, ChromeOS) and delivering technical support to 500+ staff across four international offices. Proven track record onboarding hundreds of employees, leading company-wide rollouts, and implementing system improvements.

Bulgarian / British · Located in Bulgaria

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EXPERIENCE

Senior IT Support Engineer

iwoca · London

2019 — 2025

- Google Workspace Super Admin
- Experience in implementing SaaS products
- Successfully onboarded over 250 employees and counting
- Providing technical support virtually and in person
- Supported employees across 4 offices, internationally
- Hosted daily 30 min. IT drop-in sessions
- Manage hardware equipment inventory, allocation, receipt and storage
- Implemented open-source, self-hosted asset management system (Snipe-IT)
- Maintained and administered office network and related computing hardware
- Managing iwoca's growing Mac fleet using Apple Business Manager and MosyleMDM
- Continually worked on improvement projects for systems and hardware
- Delivered training sessions and testing for company-wide installation rollout of new systems
- Reduced the Helpdesk inflow using data gained from Jira Service Management
- Improved customer support through pleasant attitude, strong IT understanding & easy-to-read KB

IT Support Engineer

Medik8 · London

2016 — 2019

- Ensured maintenance and documentation of IT equipment are up to date
- Guaranteed high-level setup, availability and training for IT equipment
- Performed data backups and disaster recovery operations
- Diagnosed, troubleshot, and resolved hardware, software, or other network and system problems
- Performed routine network startup and shutdown procedures

SKILLS & TOOLS

- Proficient in managing macOS, Windows, and ChromeOS
- Experienced in Google Workspace and Slack administration
- Familiarity with compliance processes (ISO 27001)
- Familiar with finance tech processes and tools
- Service Management/Help Desk — Jira Software & Confluence
- Apple Device Management — Mosyle & SimpleMDM
- Strong skills in configuration, troubleshooting, and diagnostics
- Proficient in budget management and oversight of 3rd party suppliers

- Clear communication of technical solutions to varying expertise levels
- Google Ads, Analytics, GAT Labs, OpenVPN, Snipe-IT, Patronum.io
- HTML, CSS, Bootstrap, Git, GitHub, GitLab, GCP, DigitalOcean, Laravel, Figma

EDUCATION

University of Ruse — Bachelor of Engineering

Industrial Management · September 2016

Professional School of Industrial Technologies

Industrial and Product Design, Web Design · May 2009

COURSES

React, Codecademy · 2024

Intermediate Javascript, Codecademy · 2024

Javascript, Codecademy · 2020

Python Basics, Treehouse · 2020

LANGUAGES

English — Fluent

Bulgarian — Native

CERTIFICATES & AWARDS

G Suite Admin Specialization · Coursera

Certificate ID — XYD6BW2EW8B4 · 2019

Employee of the Year · Medik8

Nominated by management and co-workers for exceptional work ethic and dedication · 2018

Inspired by You · Medik8

2 years in a row awarded for going above and beyond to make a positive impact · 2018