

Venelin Arnaudov

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Objective

I would like to further develop my professional career in the area IT services. The positions I am interested in should be problem or customer oriented. I would like to deal with the technical relationships with the company customers - coordinate the technical engagement with customer ensuring appropriate resources needed for identification of their needs and providing a proper solution, hold negotiations and demonstrations.

I can contribute with the gained experience as a Technical Support Manager and Project Manager in some EU funded projects.

Work Experience

Technical Consultant / Project Manager

2/2008 ProSyst Software GmbH, Cologne, Germany

- Project management and technical consultancy
- ProSyst's key representative and coordinator in the EU funded projects [HaH](#), [SOPRANO](#) and [OSAMI Commons](#) (Open Source Ambient Intelligence Commons)

Technical Support Manager

10/2000 – 1/2008 ProSyst Software GmbH, Cologne, Germany

- Head of the Support Department of the multinational company.
Responsible for smooth resolving the customers technical problems, maintenance of a web-based developer community, cooperation with Sales, Marketing and Management.
- Participation in the following EU funded projects:
 - [GST](#) (Global Services for Telematics - www.gstforum.org) as Manager of Work Packages WP3 ([System Architecture and Interfaces Specification](#)), WP4 (Testing) and WP7 (Trainings and Dissemination) in the [Service Payment subproject](#);
 - [HaH](#) (Hearing at Home - www.hearingathome.eu) as ProSyst's key representative;
 - [SOPRANO](#) (Service Oriented PRogrammable smArt enviroNments for Older Europeans) as ProSyst's key representative

Support Manager

1/2000 - 9/2000 ProSyst Bulgaria Ltd, Sofia, Bulgaria

- Head of the Support Department of the Bulgarian affiliate of ProSyst Software GmbH, Germany. Responsible for resolving the technical problems of the customers, recruiting and education of support engineers.

Senior Software Engineer

10/1998 - 12/1999 Vitosh Insurance Plc, Sofia, Bulgaria

- MS Access developer. Development of proprietary management software and resolving the technical problems of the employees in the headquarter office of the company. Installation and education of the released modules in more than 30 branches country wide.

IT Consultant

1/1998 - 10/1998 Unisys Bulgaria, Glasgow, UK

- IT Consultant in Y2K Migration Factory in Glasgow, UK. Software renovation and Y2K bug fixing. Head of small team of IT engineers

Software Engineer

10/1997 - 1/1998 Vitosh Insurance Plc, Sofia, Bulgaria

- MS Access Developer of proprietary software application.

Freelance IT Consultant

5/1997 - 10/1997 Venstar, Sofia, Bulgaria

- IT Consultancy
- Web Design

System Administrator

3/1996 - 5/1997 K & K Electronics Ltd, Sofia, Bulgaria

- Supervision and support of the software products utilised in the company
- Coaching the staff on current software applications
- Network administration (Novell Netware based LAN with 30 active users)
- Network design for the new premises of the company

System Administrator

3/1995 - 3/1996 Unigel Ltd, Sofia, Bulgaria

- Design and implementation of management software package
- Network administration of the Novell Netware 4 based LAN
- Design of the remote connection with branch office in Plovdiv, Bulgaria
- Coaching the staff on current software applications

Software Engineer

10/1993 - 3/1995 Vilmat Ltd, Sofia, Bulgaria

- Speeding-up an existing archive.
- Participation in design and initial encoding of SQL Server on Pascal to work with Btrieve.
- Upgrade and improvement of MS Access Data Base for management of permission rights and documents of the renters.
- Participation in projection, installation and support of LAN (cable, hardware and software) in United Bulgarian Bank, "Doverie" branch, Sofia, and few other branches in the country.
- Customer support on Networking and Software to the clients of the company like United Bulgarian Bank, Department of Justice, Glaxo company (later GlaxoSmithKline) and few others

Education

7/1996 UNIVERSITY OF SOFIA, Sofia, Sofia

- Master's Degree, Major: Informatics, Specialty: Operations Research

Skills

Java, HTML, Linux, MS Office, MS Project, PHP, SQL, UML, XML

Languages

Bulgarian – Mother tongue

English – fluent

German – very good

Russian - good

Marital Status

Married with two sons ('99 and '05)

Hobbies and interests

History, religion, aviation