



# Yordan Ginov

## Work Experience

### About me

Systems Development Engineer (SDE) with a strong focus on Site Reliability Engineering (SRE), specializing in automating high-availability (HA) distributed systems within AWS environments. Expert in engineering idempotent Infrastructure as Code (Terraform, Puppet), developing critical Disaster Recovery (DR) solutions, and optimizing Linux server performance. Proficient in Python, advanced troubleshooting, and 24x7 incident response, with a commitment to creating and enforcing operational best practices (SOPs). EU National, positioned to support the AWS European Sovereign Cloud.

### Expertise Skill

- Teamwork
- Critical Thinking
- Time-management
- Troubleshooting
- Communication
  
- API Management
- Cloud Infrastructure
- System Administration
- Python

### Contact Me



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Plovdiv, Bulgaria

#### September 2023 - Present

##### Reward Gateway

##### DevOps Systems Engineer

- SDE & High-Availability Automation: Engineered and led the implementation of a Python/Bash-based Disaster Recovery (DR) failover solution for a critical internal AWS access component (Exit Node). The solution leverages API health checks to automate redundancy and drastically reduce potential downtime for internal and partner infrastructure access.
- Infrastructure as Code (IaC) Leadership: Utilized Terraform to provision complex, multi-region AWS environments for Virtual Desktop Infrastructure, integrating EC2-based configuration management (Puppet) and Directory Services (Microsoft AD) to ensure seamless global deployment.
- Configuration Management & Security Compliance: Managed configuration for internal instances using Puppet, focusing on scalable, idempotent logic. Developed cross-system API automation (Python) for auditing and security, including the bulk enforcement of email security policies (DMARC) across all domains.

Tech Stack: Python, Bash, Terraform, AWS (EC2, VPC, AD), Puppet, Docker, Idempotency, High-Availability

#### September 2021 - August 2023

##### ZigiWave

##### Integration Engineer / NOC Engineer — ZigiWave (Sep 2021 – Aug 2023)

- 24x7 Site Reliability Engineering (SRE): Functioned as a NOC Engineer, participating in operations and incident response to maintain target SLAs and high-availability for cloud-hosted services.
- API Development & Root Cause Analysis: Developed and debugged complex integration logic (Python, REST APIs) for enterprise clients. Provided advanced Root Cause Analysis (RCA) for production issues to ensure continuous improvement of system reliability.

Tech Stack: Python, REST APIs, JSON/XML, AWS, PostgreSQL, Linux, Incident Management

October 2018 - August 2021

### **FastComet**

#### **Technical Support Level 1 → Level 3**

- Linux & Performance Optimization at Scale: Maintained and optimized multi-environment infrastructure for hundreds of customers. Executed hands-on application and database tuning (MySQL/PostgreSQL, Apache/Nginx) on Linux servers, resulting in significant, measured increases in server productivity and response time.
- Advanced Troubleshooting & Mentorship: Provided expert Level 3 support, resolving critical backend and web issues. Mentored junior staff on advanced Linux troubleshooting methodologies and internal Standard Operational Procedures (SOPs).

Tech Stack: cPanel, WHM, Linux (CentOS), Bash, MySQL/PostgreSQL, Apache, Nginx, Performance Tuning, Mentorship

## **Education**

April 2025

### **Amazon Web Services Training and Certification**

- AWS Developer – Associate

January 2024 - April 2025

### **SoftUni Bulgaria**

- Programming Basics with Python
- Programming Fundamentals with Python
- Python Advanced
- Python OOP
- PostgreSQL
- Python ORM

September 2015 - April 2018

### **Game Development**

#### **University of Northampton**

#### **Northampton, United Kingdom**

Focus on game programming and development with coverage of the full production cycle. Studied software engineering, problem-solving, programming, internet technologies, game design, graphics, and mobile computing.