



ILIN IVANOV

AI-ENABLED IT SERVICE & TRANSFORMATION LEADER | CLOUD | SAP | DYNAMICS 365 | ENTERPRISE OPERATIONS

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Hohenbühlstrasse 3, Zürich, 8152, Switzerland

SKILLS

- UNTITLED
- Business Intelligence · Performance Monitoring · Stakeholder Engagement · Reporting & Documentation · IT Infrastructure Management · Agile & Scrum Methodologies · Project Management Tools (e.g., MS Project, Asana) ·
- Client Relationship Management · Cloud Computing Platforms · AI Integrations & Deployment

LINKS

- Linkedin:
<https://www.linkedin.com/in/ilin-ivanov-7b392429/>
- Web portal:
<https://ilinivanov.com/>

LANGUAGES

- English C1
- German A2
- Bulgarian C2
- Portuguese / Brazil A1

COURSES

- PRINCE2 FOUNDATION, PEOPLECEERT
SEP 2023 - DEC 2023
- C# BASIC, SOFTUNI
JAN 2022 - DEC 2022
- MB-715 MICROSOFT DYNAMICS CRM MICROSOFT CERTIFICATE
▪ MB-901 MICROSOFT DYNAMICS 365 FUNDAMENTALS
▪ PL-900 MICROSOFT POWER PLATFORM FUNDAMENTALS
▪ AZ-900 MICROSOFT AZURE FUNDAMENTALS, MICROSOFT
NOV 2017 - DEC 2021
- AGILE PM 201 - UNDERSTANDING AGILE AT A DEEPER LEVEL, UDEMI
JAN 2024 - FEB 2024
- AGILE PM 202 - INTRODUCTION TO AGILE PROJECT MANAGEMENT, UDEMI
FEB 2024 - MAR 2024
- AGILE RELEASE MANAGEMENT: UNLOCKING VALUE FOR SCRUM & KANBAN, UDEMI
MAR 2024 - APR 2024
- LEARN DEVOPS: CI/CD WITH JENKINS USING PIPELINES AND DOCKER, UDEMI
JUL 2024 - JUL 2024
- THE AGILE SAMURAI BOOTCAMP, UDEMI
JUL 2024 - JUL 2024
- AWS CERTIFIED CLOUD PRACTITIONER, AMAZON WEB SERVICES (AWS)
OCT 2024 - PRESENT
- AI PROGRAMMING BASIS, SOFTUNI
JAN 2026 - MAR 2026

ABOUT ME

IT Service Management and Account Operations leader with 13+ years of experience in enterprise service delivery, cloud transformation, and digital modernization across AWS, Azure, SAP S/4HANA, and Microsoft Dynamics 365.

Focused on operational excellence, AI-driven automation, service optimization, and performance governance to improve service quality, reduce costs, and strengthen business outcomes.

Experienced in aligning technology strategy with business objectives, leading cross-functional teams, and delivering scalable, reliable enterprise IT services.

WORK EXPERIENCE

- ACCOUNT DELIVERY LEAD (ACCOUNT DELIVERY EXECUTIVE)
DXC TECHNOLOGY | SOFIA
DEC 2021 - MAY 2025 • 3 YRS 6 MOS
- End-to-end IT service delivery and operations management.
- Cloud transformation and migration across AWS and Azure.
- Automation, AI, and continuous service improvement.
- Executive stakeholder management and escalation leadership.
- Performance, risk, and compliance governance.

- MICROSOFT DYNAMICS 365 MANAGER
MICROSOFT (VENDOR) | SOFIA
DEC 2018 - DEC 2021 • 3 YRS 1 MO
- Global leadership of Dynamics 365 support and engineering teams.
- Technical leadership in CRM/ERP integrations, security, and performance optimization.
- Major incident management, escalations, and enterprise client engagement.
- Automation, DevOps collaboration, and release governance.
- Team development, knowledge sharing, and service quality improvement.

- SENIOR TECHNICAL SUPPORT ENGINEER MICROSOFT DYNAMICS CE/CRM (TECH LEAD/SME)
MICROSOFT (VENDOR) | SOFIA
SEP 2017 - DEC 2018 • 1 YR 4 MOS
- Dynamics CRM/ERP technical leadership, integrations, security, and performance optimization.
- DevOps collaboration, automation, and release management.
- Enterprise client support, major escalations, and SLA management.
- Team mentoring, technical documentation, and knowledge transfer.
- Mobile CRM/ERP support, including Android/iOS troubleshooting.

- SENIOR TECHNICAL SUPPORT ENGINEER
KONICA MINOLTA BUSINESS SOLUTIONS BULGARIA LTD. | SOFIA
JUN 2010 - SEP 2017 • 7 YRS 4 MOS
- Enterprise IT support, hardware deployment, and infrastructure maintenance.
- Secure print environment and network device management.
- Optical calibration, color accuracy, and print quality optimization.

EDUCATION

- UNIVERSITY OF CHEMICAL TECHNOLOGY AND METALLURGY, SOFIA
BACHELOR OF SCIENCE | SOFIA
2018
- Bachelor's in Printing Technologies and Design | Sofia, Bulgaria
- SOME COLLEGE (NO DEGREE)
UNIVERSITY OF PLOVDIV "PAISII HILENDARSKI" | PLOVDIV
2030
- Degree in Business Management | Plovdiv, Bulgaria

COMPETENCIES

- Cloud Computing: AWS, Azure, SAP S/4HANA
- ITSM & Service Management: ITIL, ServiceNow, Incident & Change Management
- DevOps & Automation: Jenkins, CI/CD Pipelines, PowerShell, Python
- AI Tools & Solutions Implementation: Generative AI (ChatGPT, Copilot, Claude, etc.), AI-driven automation, AI-assisted analytics, AI integration into business workflows
- Program Leadership
- Customer Service Excellence
- Team Leadership & Cross-Functional Collaboration
- Customer Relationship Management
- Project Management
- Scrum Management
- Agile Frameworks
- ITIL Frameworks
- Service Desk Operations
- Ticket Management (ServiceNow, etc.)
- Data Analytics & Performance Measurement

CERTIFICATIONS

- PRINCE2 Foundation
- ITIL Foundation
- AWS Certified Cloud Practitioner
- Agile Project Management
- Microsoft Dynamics 365 Fundamentals (MB-901)
- Azure Fundamentals (AZ-900)
- Power Platform (PL-900)
- Agile PM 201/202
- Agile Release Management
- CI/CD with Jenkins
- The Agile Samurai Bootcamp
- AI Programming Basis

DRIVING LICENSE

Driving license
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