

Alexandar Tzanov

SUMMARY

Experienced technology professional with 10 years proven success in web systems management, content and servers management, data research and analysis, and leadership in front-end web design and development. Demonstrated ability to utilize exceptional analytical and customer service skills to provide guidance on IT problem solutions and execution on follow-up projects.

CAREER PROFILE

Innovadix Corporation, Palos Park, IL Sep. 2005 - Present

Technology Consultant and Founder

- * Responsible for all technical and business operations, including planning and delivery of products and services.
- * On-site Windows and Mac OS software and hardware support for individual and small business clients.
- * Working closely with clients to coordinate and complete web design and development projects.
- * Configuring and maintaining multiple Linux systems running web, mail and database servers.

EMERgency24, Inc., Chicago, IL Apr. 2006 - Oct. 2009

Fraud Prevention Analyst

- * Contributed number of user and customer support interface improvements and features.
- * Conducted Internet traffic analysis for 7Search.com to detect anomalies and patterns, thus preventing fraudulent activities, ensuring traffic quality standards and minimizing losses through affiliate revenue payments. Communicated with XML and PPC advertisers and affiliates regarding quality of traffic, clicks, digital content, advertising campaigns and keyword optimization. Coordinated investigations with team members and B2B clients concerning affiliate conduct and performance, as well as further business relationship development. Worked closely with sales team.
- * Additional responsibilities included billing and customer support for InternetSupervision.com and SurveyPopusps.com.

PayDirect at HSBC Bank USA, Buffalo, NY Aug. 2003 - Nov 2003

Fraud Investigator Intern

- * Improved fraud prevention team's performance by optimizing data analysis SQL queries and developing new ones.
- * Gathered and analyzed data for ongoing investigations. Profiled customers/suspects by analyzing transaction patterns and available Internet footprint.

SUNY Jefferson, Watertown, NY Jan. 2000 - Dec. 2001

IT Student Assistant

- * Assisted students with questions about computer hardware, software and projects they were working on. Answered telephones and took messages addressed to IT staff; assisted IT staff when additional help was needed.

FREELANCE ACHIEVEMENTS

Oxbury Publishing, LLC Dec. 2008 - Dec. 2009

Web Systems Consultant

- * Played a major role in the startup's profitability success by minimizing operational expenses through cost-effective operations consolidation and centralization.
- * Deployed and managed a dedicated Linux server running web, mail, FTP and MySQL servers. Performed front-end PHP, HTML and CSS development; SEO optimization and content management; worked with vendors.

JutiaGroup.com June 2006 - Dec. 2009

Web Systems Consultant and Co-Founder

- * Build 100,000+ unique monthly visitors base through proactive content management, SEO and website features and usability improvements.
- * Front-end PHP, HTML and CSS development and web site management; worked with vendors.

Freelancer Feb. 2001 - Nov. 2009

Web and Technology Consultant

- * Co-organized and managed number of on-line community and group events.
- * Configured, deployed and administered game and web servers and applications. Designed and maintained websites. Administered and moderated forums. Managed IT projects, desktop systems, servers and small networks.

EDUCATION

- * B.S. in Economic Crime Investigation - Computer Security, **Hilbert College** - 2004 - Hamburg, NY 14075
- * A.S. in Computer Information Systems, **Jefferson Community College** - 2002 - Watertown, NY 13601

LANGUAGES

- * Fluent in Bulgarian.

SKILLS

- * Operating Systems - Linux, MS DOS and Windows, Mac OS X
- * Programming and Scripting – PHP5, HTML5, CSS3, MySQL
- * Web Systems and Servers - Apache, Dovecot, BIND, Postfix, ProFTPd
- * Protocols - HTTP(S), SMTP, DHCP, SSH, FTP(S), DNS, AFP, IMAP
- * Office Suits/Groupware/Publishing - Microsoft Office, Open Office, Google Apps, WordPress
- * LAN network design, implementation and maintenance.
- * Extensive experience with software and hardware installation, configuration and support.
- * Well developed data research and analysis, teaching and communication skills.
- * Well organized with strong attention to detail.
- * Information risk assessment and disaster recovery planning.
- * Cabling - phone, coax, Ethernet.

VOLUNTEER EXPERIENCE AND LEADERSHIP ACHIEVEMENTS

- * IT Support Volunteer and ResNet Junior Administrator, Hilbert College 2002 - 2003
- * Freemason 2003 - Present
- * Volunteer firefighter, Scranton Volunteer Firefighter Company 2002 - 2003
- * President and Founder, Jefferson Community College Computer Club Jan. 2000 - Dec. 2001
- * Student Government Representative, Jefferson Community College 2001