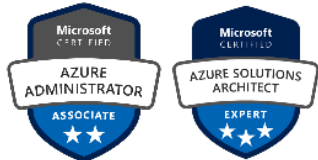


Fedor Koobas

Support Team Lead & Azure Technical Advisor (AZ-104, AZ-305, MCT)

fedor@koobas.me
Prague, Czech Republic



Experience



November 2021 – present

Technical Advisor (Azure Rapid Response)

Supportability projects (documentation, process maintenance)

Escalation/advisory point (team lead)

Technical interviews, training sessions, support engineers' development

Case reviews

[AZ-305 certification](#)

- lead 100+ training sessions (buddy, mentoring, new hire programs, MCT)
- escalation POC for Rapid Response team of 10 (15-120 mins SLA)
- handling 3-5 escalation tasks & 5-10 case reviews daily

April 2018 – November 2021

Support Engineer

Customer-facing role, Azure cloud support

Case handling (2-5x daily)

Escalations and internal communication

Documentation maintenance

- passed [AZ-100 & Azure administrator Associate](#) exams during the first year
- resolved **1000+** cases with **4.91/5.00** average survey result
- mentored 4 new hires, SME in the team of 6



September 2016 – April 2018

BI Analyst / Support Engineer

Web Application Development (SQL, HTML/CSS, XML)

2nd level support for a Data Governance app (Confluence/JIRA)



April 2015 – May 2016

Online Acquisition Intern

Weekly reporting & web analytics

Content maintenance across several regions (ru, es, cz, us)

Languages

Native: Russian

Fluent/Idiomatic: English, Czech

Intermediate: Spanish

Skills

- **Team leadership:** training & mentorship, interviewing, growth mindset, empathy, D&I
- **Technical support:** troubleshooting, documentation maintenance, task prioritization, quick learning
- **Cloud:** Azure (AZ-104, AZ-305)
- **Front-end web development:** HTML5, CSS3
- **Basic understanding (CS50 online course level):** C, Python, Networking, Security

Education

Peoples' Friendship University of Russia (Moscow)

2008-2013

Bachelor's Degree, Common Linguistics

- Common linguistics
- Spanish and English languages, both on B2 level
- Thesis on language usage in internet communication

Hobbies

- finances (CFA Investment Foundations certificate)
- hiking, yoga, meditation, aikido
- writing, reading