

Ralitsa Docheva

Flat 3, 3 Chestnut Grove, Nottingham, NG3 5AD

Mobile: 07473380908

e-mail: r.doch@hotmail.com

Profile

A visionary New College Nottingham student in Game Design looking to prosper in the gaming industry, oriented towards employment positions that promote acquisition of unique skills and offer exciting career paths

Education

2016 - Present New College Nottingham
Game Design Level 3

2010 - 2013 The University of Nottingham
BA (Hons) Management Studies

Awarded:

- II-1
- Nottingham Advantage Award

2005 – 2010 National School in Finance and Business
*Entrepreneurship and Management with
English language*

Awarded:

- Austrian professional qualification equivalent to a School-leaving certificate issued by Austrian Secondary schools in Economics
- Certificate in Economics

Work Experience

May 2014 –
April 2015

Oak Student Letts – Property Management Assistant & Debt collector

Providing general administrative duties and recovering outstanding rent

- Delivery of a full and complete residential tenancy/property management service in accordance with service level agreements and industry best practice.
- Debt recovery – issuing proceedings, taking possession of properties, attending court hearings, taking all steps necessary to recover outstanding balances
- Working closely with the accounts team in regard to rental demands, payments and rent arrears
- Ensure Health & Safety compliance across the property portfolio
- Co-ordinate property inspections, compile and record property inspection reports.
- Instruct maintenance works ensuring that tenants are updated.
- Support the compiling of all necessary documentation for pre-contract enquiries.
- Council Tax payments and instalments, termination and re-let documents.

June 2013 –
May 2014

Experian Ltd. (Credit Expert) – Customer Service Retentions Consultant

Understanding the customer and their credit reporting needs thus tailor the benefits of continued membership with the aim of retaining the customer

- Confident communication - ability to clearly explain relatively complex information in order to promote and tailor benefits of products to specific customer needs
- Building rapport – personable interaction with clients to achieve maximum customer experience
- Objection Handling skills with Sales focus
- Exceptional Listening & Effective Questioning - quick at building a picture of customer's motivation for using the service and their requirements from the membership
- Target Driven Persistence – self motivation to hit challenging targets
- Customer Relations Support
- Heart of Experian Member - supporting the charity programs of the company
- Breast Cancer Awareness Participation Award

Summer 2012

Pizza Hut Wollaton – Receptionist

Ensuring every customer receives outstanding hospitality while being part of the world's largest restaurant company

- Achieved highest average (customer) spent amount amongst team members - maximising sales opportunities via sensible transactions according to customer needs
- Achieved highest employee rating – providing exceptional hospitality and respecting consumers and their demands
- Reached a 30% increase in store revenue, compared to previous year

Capabilities:

- Distinctive customer service – resolve complaints thus maintain consumer brand loyalty
- Team working – in order to ensure operations run smoothly and day-to-day issues are dealt with immediately without disrupting the business process

- Managerial and Organizational skills – coordinate deliveries, observe stock levels and arrange supplies, produce efficient work schedules

Summer 2011

Bulgarian Development Bank – probationer

One month internship program in a Bank that stimulates and develops the overall potential of SMEs by facilitating their access to financing

The internship layout included rotation through the following departments:

- Investment banking and project finance - Evaluating investment projects with the Bank's credit experts
- Operations and correspondent relations - Preparing Letters of Credit and guarantees for the Bank's clients via SWIFT
- Liquidity management - Maintaining the Liquidity levels and Reserve ratio of the Bank via Bloomberg with the Bank's specialists
- Risk and regulatory control - Build up monthly Bank reconciliations of Loan accounts and estimating the interest amount of the Bank's deposits via Excel

Summer 2010

Master Arms Ltd. – temporary office administrator

Four months occupation performing administrative duties for a company selling hunting weapons and accessories and manufacturing cartridges

- Organizing documentation on computer, performing basic accounting skills associated with the MicroInvest software data entry (keeping track of sales and managing stocks)
- Correspondence with domestic and international business partners, which resulted into successful settlement of joint co-operation with an Italian cartridge manufacturer
- Updating the firm's online trading store website via Adobe Dreamweaver CS3
- Arranging supplies from abroad and domestic reselling of goods to retailers
- Execute sales assistant obligations on demand

Positions of Responsibility

Sept. 2011 –
Aug. 2012

UoN, Bulgarian Society – Treasurer

- Won elections through tense competition, with expectations to increase the activities of the society and its members
- Successful team working (including summer presentations in home country) with the rest of the committee led to 200% increase in sign-ups for the year of responsibility
- Organized a number of internal society events, including trip to London for the latest President of Bulgarian Republic elections, also sport competitions and collaborative events with other societies

Skills and Interests

- Languages – Bulgarian native;

	<i>Writing</i>	<i>Speaking</i>	<i>Reading</i>
<i>English</i>	Excellent	Excellent	Excellent
<i>German</i>	Basic	Basic	Good
<i>Spanish</i>	Good	Good	Good
<i>Japanese</i>	Good	Good	Good

- Computer skills – excellent knowledge in Microsoft Office, Dreamweaver CS3, Google Docs, Pixlr
- Design skills - Good knowledge of Adobe's Photoshop and Adobe Illustrator; Corel Draw 12; 3D Studio Max; Unreal Engine 4, Game Maker Studio
- Business skills - Team-working, Strong communicator, Customer acquisition, Customer relations & Service, Leadership, Objection handling skills, Conscientiousness, Trainability, Pro-active thinking, Good listener
- Sports – 7th Kyu in Kendo; keen on playing tennis,
- Music – play the guitar and the piano
- Oxford University essay competition winner in Secondary school
- Full Driving License

References available on request
