

## BORYANA IVAYLOVA RAKOVA

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### **PERSONAL PROFILE**

A highly-motivated individual with a passion for working within the IT sector and work experience across a breadth of varied roles. Skilled in coordinating tasks in all work undertaken and delivering to the highest standards whilst maintaining a confident and professional approach. Well-versed in working in challenging technical environments and performing to an exceptional standard both independently and as part of teams to complete tasks within schedule and according to deadlines. Currently seeking to attain a new role within the remit of IT to harness opportunity from the programming skills and abilities attained through academia and professional training.

### **PROFESSIONAL TRAINING AND QUALIFICATIONS**

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| ▪ <b>HTML, CSS and JavaScript Certification</b> – Bulitfactory | <b>2017</b>        |
| ▪ <b>Front-End Developer Course</b> – Bulitfactory             | <b>2017</b>        |
| ▪ <b>Anthropology</b> – New Bulgarian University (Bulgaria)    | <b>2007 – 2009</b> |
| ▪ <b>Secondary School Education</b> (Sofia, Bulgaria)          |                    |

### **EXPERTISE, KEY SKILLS & COMPETENCIES**

- Strong knowledge in all aspects of IT and programming, notably in HTML, CSS, Javascript and PHP.
- Excellent written and verbal communication, presentation and interpersonal skills.
- Ability to produce accurate work under pressure with meticulous attention to detail.
- First rate time management, scheduling and planning capabilities.
- Highly-organised and focused on meeting task deadlines within identified time frames.
- Ability to communicate clearly with clients, team members and management to build professional relationships.
- Abundance of personal energy, passion and drive.

### **WORK EXPERIENCES**

**Order Fulfilment Operative – Argos (U.K.)**

**Oct 2017 – Present**

#### **KEY RESPONSIBILITIES & ACHIEVEMENTS**

- Picking customer orders as per defined warehouse processes and undertaking all necessary controls and checks.
- Ensuring all computer logging processes and disciplines are completed as appropriate.
- Undertaking checks for correct products / quantities and maintaining tracks and conveyer belts appropriately.
- Conducting safety checks and ensuring warehouse guidelines are observed.
- Ensuring stock storage, handling and transportation securely is performed in accordance with all relevant legislation / health and safety guidelines.
- Working with team colleagues to ensure the workplace environment is maintained to a high standard.
- Raising concerns and reporting any incidents / suggestions to Senior Managers.
- Supporting newly appointed / less experienced colleagues by providing training and guidance as appropriate.
- Deputising and providing cover for absent colleagues as required.

**Production Operative – Berensden (U.K.)**

**Aug 2014 – Jul 2016**

**Farm Operative – Sheeplands Farm (U.K.)**

**Aug 2012 – Jul 2014**

**Customer Service / Sales Advisor / Manager – Salamander [Retail] (Bulgaria)**

**Dec 2007 – May 2012**

**Customer Service / Sales Advisor – Techno Market (Bulgaria)**

**Sep 2007 – Dec 2007**

#### **KEY RESPONSIBILITIES & ACHIEVEMENTS**

- Understood customer requirements and provided appropriate advice and guidance on a range of products.
- Held responsibility for operating till systems, serving customers and handling payments.
- Consistently strived to overachieve sales targets as per the needs of the business.
- Developed and used extensive product knowledge to maximise and drive sales growth.
- Ensured personal presentation standards were to a high level to meet company requirements and standards.
- Maintained upkeep of retail units to an exceptional level, reflecting a positive image of the company.
- Assisted customers in a professional and friendly manner and arranged in-store displays / stands.
- Ensured operations were carried out to the highest possible standard and maintained compliance with H&S policies.

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***References available upon request.***