Bozhidar Petrov

Tier 1 Support Technician, TOC

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📍 Stara Zagora, Bulgaria

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⌨ github.com/BozhidarPetrov

🎓 EDUCATION

Bachelor's degree in Economics of Tourism
University of National and World Economy
2015 | Sofia, Bulgaria

📑 CERTIFICATES

SoftUni Angular
February 2024

SoftUni JS Back-End
January 2024

SoftUni JS Applications
October 2023

SoftUni JS Advanced
September 2023

SoftUni Programming Fundamentals with Java Script
May 2023

SoftUni Programming Basics
February 2023

💼 PROFESSIONAL EXPERIENCE

Netrix Global
Tier 1 Support Technician, TOC
09/2020 – present | Stara Zagora, Bulgaria
Triaging tickets, customer interaction, opening carrier tickets, coordinating bridges with engineers from different teams, resolving critical issues, both internal and external and a whole lot more.

SiteGround
Customer Support Agent
2016 – 2019 | Stara Zagora, Bulgaria
Web hosting support agent with English. Over 30.000 chats with customers.

Sutherland Bulgaria
Customer Support Agent
2014 – 2015 | Sofia, Bulgaria
Working for the Amazon.de ↗ project - with German.

🌐 LANGUAGES

Bulgarian	● ● ● ● ●
English	● ● ● ● ●
German	● ● ● ● ○

🧠 SKILLS

JavaScript	● ● ● ● ○
Angular	● ● ● ● ○