



PERSONAL INFORMATION

DIMITAR VALERIEV LITOV

Bulgaria, Blagoevgrad, 28 D-r Hristo Tatarchev Str.

+359887976981

m_litov@mail.bg

Date of birth: 28TH DECEMBER 1989

EDUCATION AND TRAINING

Technical University of Sofia

Degree: Master's degree

Major: Information Technology for Business Management

American University in Bulgaria

Degree: Bachelor of Arts in Business

Major: Business Administration

Minor: Economics

Specialized Coursework: Marketing Research, Human Resource Management, Cross- Cultural Management, Business Ethics, Strategic Management

WORK EXPERIENCE

June 2022 – present

Senior Configuration Expert

Forsta, Sofia, Bulgaria

- Configure and customize software platform for marketing research to meet the needs of international corporations' business processes;
- Perform quality assurance and system testing;
- Regularly monitor and review clients use of software platform;
- Provide technical support and maintenance;
- Create user guides and provide user trainings of the software platform;
- Responsible for the implementation of new software functionalities;
- Managing client relations with international corporations;
- Provide business consultancy to corporate clients in connection with their software platform optimization;
- Prepare and customize software related reports in MS Excel;

December 2017 – June 2022

Configuration Expert

FocusVision, Sofia, Bulgaria

- Configure and customize software platform for marketing research to meet the needs of international corporations' business processes;

- Perform quality assurance and system testing;
- Regularly monitor and review clients use of software platform;
- Provide technical support and maintenance;
- Create user guides and provide user trainings of the software platform;
- Responsible for the implementation of new software functionalities;
- Managing client relations with international corporations;
- Provide business consultancy to corporate clients in connection with their software platform optimization;
- Prepare and customize software related reports in MS Excel;

June 2017 – December 2017

Customer Service Specialist

Trading 212, Sofia, Bulgaria

- Responsible for the communication with company's customers;
- Answer incoming inquiries via online chat, email, phone and live;
- Help new clients get acquainted with company's product;

April 2015 – June 2017

Training Specialist

Teva Pharmaceutical Industries Ltd., Dupnitsa, Bulgaria

- Organize and coordinate all necessary trainings for the Manufacturing Department;
- Onboarding and orientation of new employees;
- On-the-job translations for company employees (from English to Bulgarian and vice versa);
- Conduct theoretical and practical examination of new employees (after finishing their probation period) to estimate whether they are ready to work on their own;
- Work closely with management team to continually improve training programs and work procedures;
- Work with training related documentation on a daily basis;
- Conduct tours around the Manufacturing area for visitors;
- Perform other duties as need to support the employees' and management needs;

June 2014 – March 2015

Human Resource Management Intern

Actavis, Dupnitsa, Bulgaria

- Translate and prepare training materials;
- Assist Training and Development Expert with the organization of training sessions;
- Assist with the on boarding and orientation of new employees;
- Assist Human Resource specialists with the recruiting process- interviews, candidates evaluation tests;
- Assist with HR processes and documentation;
- Perform other duties as need to support the HR Department

Dec 2013 – May 2014

Human Resource Management Intern

Bulgartabac Holding, Blagoevgrad, Bulgaria

	<ul style="list-style-type: none"> • Recruited to work on a project for the establishment of company's own Training center; • Assist with the on boarding and orientation of the new employees; • Assist with the organization and coordination of training sessions; • Perform other duties as need to support the HR Department; • Conduct on-the-job translations for company employees
OTHER LANGUAGES	<p>English (C1)</p> <p>German (A2)</p>
SOFT SKILLS	<p>Collaboration and Teamwork, Communication, Problem-Solving & Critical Thinking, Adaptability and Willingness to Learn, Attention to Detail, Stress Management, Time management, Business Analysis acquired and developed during university projects, internships, up-skills programs and courses, and professional career journey</p>
TECHNICAL SKILLS	<ul style="list-style-type: none"> • Linux • Python • Git • GitHub • Docker • Docker Compose
ACTIVITIES	<p><u>Sports:</u> Boxing, Judo, Swimming</p>
ADDITIONAL INFORMATION	<ul style="list-style-type: none"> • First Certificate in English (British Council) • SAT • Toefl • "Introduction to Coaching" Certificate