

# Desislava Metodieva

Online Solutions Lead

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## Knowledge

HTML, CSS & JS

## Tools

Concur, ETTA, Gethere, MYID, OBEX

Github, Visual Studio

JIRA / Clubhouse

MS Office

## Courses

Sabre Advance Reservation &  
Ticketing

Sabre Reservation Course

Galileo E-Ticketing

Galileo Client File Plus

Galileo Advanced Course

Galileo Basic Course

Amadeus Functionalities Course

IATA/UFTAA Foundation in Travel and  
Tourism

## Languages

### English

Fluent

### Bulgarian

Mother tongue

## Work experience

### • Online Solutions Lead - Frosch Travel

London, United Kingdom

June 2018 - Present

My role is solutions focused and technology facing. I work closely with new clients to deliver their on-boarding projects on-time and liaise with all Internal tech, sales, implementation, and operations teams that all client requirements are met and ready for Go Live. I program Online booking tool Concur and help scope the functionalities needed for the implementation of a new site. My team consists of Online Solutions consultants based in EMEA, APAC and US. The ability to understand the automation within a TMC environment gave me confidence to suggest enhancements, solutions and modifications to existing sites or mid-office scripts. The experience I have helps me to anticipate, initiate and resolve client implementation issues. When I manage a team, I make sure that they are fully motivated, engaged, so they reach their full potential. In addition, I develop the team to deliver the project's goals, ensuring that they are equipped with the necessary technical and interpersonal skills by leading the production of high-quality materials such as manuals, training packs, videos, and online resources in support of the growing and educating the team and standardising any automation processes.

### • Online Support Specialist - Frosch Travel

London, United Kingdom

June 2017 - June 2018

I managed the setup of the online tests with both the client and internal delivery teams to maximise efficiency in operational and client processes. I provided support for OBTs such as Concur, Gethere, ETTA to external clients and Sabre rail and other EMEA rail integrations for internal clients.

### • Team Support and Automation analyst - Frosch Travel

London, United Kingdom

September 2016 - June 2017

I was working on testing the mid-office script and OBT (Gethere and Concur) behaviour. I gained a lot of understanding of file finishing and automation processes within a TMC environment, so I was able to suggest enhancements, solutions, and modifications to existing OBT sites and mid-office scripts such as IQCX to meet internal and/or external user requirements.

The role included a variety of tasks such as making sure all OBT bookings are quality checked and adhered to high delivery standards, I was doing all complex ticketing and refund queries within the TMC, ADM investigation, liaison with airlines, and third-party support teams. I was providing support and training to Senior travel consultants on GDS Sabre formats, how to use internal scripts and tools too.

### • Online Travel Consultant - BCD Travel

London, United Kingdom

September 2015 - September 2016

As an Online Business Consultant, I ensured Best Practice Travel Policy was adhered to one of the highest paced corporate environments. Deutsche Bank account was the biggest in BCD Travel and service very complex multi-sector itineraries, rail services, hotel reservations, car rentals and auxiliary services as well. To source the most cost-effective worldwide itineraries, possessing strong travel knowledge and offering the best customer service was a must. Also, I reviewed and provided input and feedback on future phases and future enhancements of Deutsche Bank's booking platform GetThere, constantly improving the performance and the usage of the product. I worked on GDS Sabre and possessed strong knowledge of published, negotiated, CAT35 fares and the GDS by itself.

- **Online Implementation Consultant - Bohemia Travel**

Sofia, Bulgaria

March 2012 - May 2015

I oversaw the Air Ticket Galileo Department and part of the Corporate Client Department. Also, I was managing the development of a B2B Reservation platform for air tickets which significantly increased the revenue by 50% within 1 year of launching the tool to clients. As a Business Travel Consultant, I was providing air tickets which included multi-sector reservations, accommodation, insurance, car rentals, transfers, and tailor-made itineraries for small and medium or large business travel accounts. I was managing all the amendments, cancellations, refunds, re-issues, revalidations, and auxiliary services of the agency. I was making sure all bookings were administered correctly in my team. Every 6 months I was conducting training for other travel agents on GDS Galileo. Also, I was a travel guide in Bulgaria, Italy, Greece, Turkey, and Germany which helped me improve my social and leadership skills.

## Education

- **Front-End Web Development Course - General Assembly**

London, United Kingdom

January 2021 - April 2021

I gained hands-on experience with industry-standard tools: HTML5, CSS3, JavaScript (ES6) to build rich, interactive, and responsive websites. The course gave me knowledge to create an accessible website, how to employ a diverse selection of markup languages to design web pages, and how to make sure web pages are optimised for best speed and scalability.

In addition to the above, I did round out my skill set by working on responsive design, APIs, XML, version control with Git and GitHub, Sass, SVGs etc. Please click on the link to view one of my projects: <https://azadstudio.com/>

- **New Bulgarian University BA Program in Tourism and Travel Services Management**

Sofia, Bulgaria

October 2008 - October 2013

The modules included in my curriculum were Statistics, Basics of Law, General Sociology, Political sciences, State and Public Governance, Tourism Management and Hospitality.