

Stoyan Nikolov

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WORK EXPERIENCE

01/08/2016 – 09/07/2022 Varna, Bulgaria

CLIENT SUCCESS MANAGER BENAMIC

1. Managing a Client portfolio comprised of over 20 leading global brands, including Canon, Samsung, Epson, Hill's Pet, Bosch, Siemens, Yamaha, and others, in a fast-paced marketing and promotion oriented business environment.
2. Being a main point of contact for Clients to manage current and plan upcoming promotional campaigns.
3. Developing procedures and process plans to facilitate reaching project deliverables and KPIs.
4. Tracking and calculating of workloads and data by utilizing a wide array of Microsoft Excel advanced functions and tools.
5. Overseeing a team of customer service agents to ensure efficient planning, execution, and timely completion of daily tasks.
6. Performing daily quality checks on processed data.
7. Utilizing in-house and Client requested CRM systems to ensure delivery on consistent high-quality customer service.
8. Reviewing documents compiled by other departments to ensure quality and cohesiveness.
9. Managing secure storage and proper disposal of physical documents in compliance with ISO and GDPR regulations.
10. Coordinating and leading team meetings and training sessions focused on Client requirements and deliverable specifications and expected customer service standards.

01/10/2014 – 01/08/2016

SENIOR CUSTOMER SERVICE REPRESENTATIVE BENAMIC

1. Co-ownership of several complex promotional campaigns.
2. Assuming responsibility for Client communications on co-owned projects when the Client Success Manager was unavailable.
3. Processing customer information following strict requirements for validating documentation.
4. Responding to customer inquiries via phone or email in a timely and professional manner.
5. Processing and handling of physical customer documentation.
6. Collaborating with other departments, such as sales or technical support, to address customer queries.
7. Maintaining deep understanding of specific Client requirements and code of conduct.

28/05/2013 – 30/09/2014 Varna, Bulgaria

CUSTOMER SERVICE REPRESENTATIVE BENAMIC

1. Processing customer information following strict requirements for validating documentation.
2. Responding to customer inquiries via phone or email in a timely and professional manner.
3. Processing and handling of physical customer documentation.
4. Collaborating with other departments, such as sales or technical support, to address customer queries.
5. Maintaining deep understanding of specific Client requirements and code of conduct.

20/05/2007 – 30/09/2009 Varna, Bulgaria

AIRPORT LOGISTICS ORGANIZER ELITE TOURS

1. Preparing and compiling flight and transport schedules.
2. Managing a fleet of buses for airport transport.
3. Organizing and overseeing arrivals and departures of tourists.
4. Constant communication with customs and airport authorities.
5. Arranging and organizing required transportation.
6. Making transport and route changes and specific travel arrangements.

● EDUCATION AND TRAINING

14/09/2009 – 29/07/2015

BACHELOR'S DEGREE IN MANAGEMENT Varna Free University "Chernorizets Hrabar", Varna (Bulgaria)

09/09/2004 – 30/08/2006

BACHELOR'S DEGREE IN MANAGEMENT OF HOTELS AND RESTAURANTS College of Tourism - Varna, Varna (Bulgaria)

14/09/1999 – 29/05/2004

BUGLARIAN LANGUAGE AND HISTORY School Of Humanitarian Sciences and Arts

● LANGUAGE SKILLS

Mother tongue(s): **BULGARIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Front-End development stack (HTML, CSS, JavaScript, React) | Microsoft Excel | SQL | Power Query | Power BI | Microsoft Office | In-House CRM experience | Experience in CRM and Customer Service Platforms (Salesforce, Freshdesk, etc.) | High level of computer literacy

● TRAININGS AND DEVELOPMENT PROGRAMS

Microsoft Office

XELPLUS - Power Bundle (Microsoft Excel, Power Pivot, Power BI)

ISO procedures

- ISO 9000 compliance training
- ISO 27001 compliance training

Quality Assurance

University of Leeds - Foundations of Software Testing and Validation

Effective Business Communication

Development programs completed:

- Business Etiquette and Effective communication
- Negotiation skills and Convincing communication
- Critical incidents management
- Managing remote and hybrid teams

Digital Advertising

University of Colorado Boulder - Introduction to Digital Advertising
Google - Fundamentals of a Google Ads Display Campaign