



Prokhor Ryazanov



Summary

- Driven student leveraging studies in Cyber Security seeks an opportunity to expand skills and gain valuable real-world experience. Offers strong interpersonal and task prioritization skills. Ready to help team achieve company goals.



Work History

2021-06
- present

Help Desk Analyst

- C3i Solutions, Varna, Bulgaria (Remote)*
- Provide customer, technical and software support for Pfizer clinical trials.
 - Answer incoming calls and emails from medical staff.
 - Gather pertinent data, identify, and evaluate options and recommend effective course of action to solve a technical issue.
 - Assist customers with troubleshooting issues encountered while using software, providing actionable tips to resolve problems.
 - Follow up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
 - Use ticketing systems to manage and process support actions and requests.



Education

2021-09
- present

Cyber Security, Bachelor of Applied Computer Sciences

Howest University, Brugge, Belgium

2016-09
- 2021-06

Sports, Secondary School

Georgi Benkovski Sports School, Varna, Bulgaria



Awards

- 4x National Boxing Champion
- Winner and Medalist of AIBA and EUBC Boxing Tournaments



Certificates

2017-01

- Cambridge English: First (FCE)



Personal Info

Email

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Phone

+359886311084

Citizenship

Bulgaria

Date of birth

2001-10-15

LinkedIn

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Skills

HTML

CSS

JavaScript

Python

Computer Networks

SQL

Laravel



Languages

Russian



Bulgarian



English



Slovene



Spanish



German

