



Maria Rasheva

APPLYING FOR MANUAL QA

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SUMMARY

- Over 10 years of experience in sales and customer service in Webhosting and Aviation - flight attendant position.
- For the last 8 months, I've shifted my focus towards gaining expertise in Software Testing and QA.
- I'm a QA enthusiast looking for an entry-level position in Manual Software Testing.

CERTIFICATIONS

Software Testing - Foundation Level

Jan - March 2024

Pragmatic IT Learning & Outsourcing Center

The Complete 2024 Software Testing Bootcamp

Nov 2023 - April 2024

Udemy

PROJECTS

- Podkrepi.bg: Tracking and reporting issues through Exploratory Testing
- HTML & CSS resume website
- Check my website to find more about my current projects: <https://mariarasheva.eu/>

EXPERIENCE

Project Management Assistant - **JAM Event Services** | Dubai | The UAE

Feb 2019 - Present

- Assist in project planning and coordination, ensuring precision in task execution.
- Maintain detailed project documentation, tracking progress and milestones.
- Collaborate with team members to tackle project issues and meet deadlines.
- Conduct quality assurance checks on project deliverables for client satisfaction.

First Class Flight Attendant - **Emirates Airlines** | Dubai | The UAE

2011- 2018

- I executed pre-flight preparations meticulously, ensuring perfection in every detail.
- Provided personalized service, effectively anticipating and meeting passengers' needs.
- Responded calmly to emergencies, efficiently implementing safety protocols.
- Fostered a harmonious environment through effective communication with crew members.

Sales and Customer Service - **TMD WebHosting** | Plovdiv2009 - 2011

- Provided customized hosting advice, boosting sales with extra services, prompt support, and market insights to enhance client satisfaction.
- Educated clients on web hosting capabilities.

Sales and Customer Service - **SiteGround WebHosting** | Plovdiv2007 - 2009

- Offered tailored guidance to customers for selecting hosting plans, ensuring alignment with their needs.
- Upsold extra services and features, boosting revenue and customer satisfaction.
- Delivered responsive support via email, chat, and phone, promptly resolving inquiries.
- Stayed abreast of industry trends to enhance customer assistance and competitiveness.
- Educated customers on web hosting features, improving utilization and satisfaction.

EDUCATION

University of Economics - Varna | Bulgaria2002 - 2006

Bachelor Hospitality Management

Emirates Aviation College | Dubai | The UAE2011 - 2016

Safety, Security and Service Training

LANGUAGES

- English - Fluent
- Spanish - Entry Level
- Bulgarian - Native

PERSONAL INTERESTS

Outside of work I enjoy:

- Sports - I am a gym enthusiast
- Travelling
- Spending time with my family