

# Gabriela Mihova

A 23 year old University of Economics graduate specializing in International Business in English. Currently studying JavaScript to be a certified developer in Software University. A passionate student who uses technical knowledge to be an expert problem solver. Combining skills in cross-cultural communication, strategic planning and project management with my technical experience making an imprint in the IT field. I am a quick learner, creative problem solver, team player who is seeking constant improvement and innovative solutions. Proficient in JavaScript, CSS and HTML.



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📍 Varna, Bulgaria

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## EDUCATION

### JavaScript Developer Software University (SoftUni)

09/2022 - Present

### International Business in English University of Economics

09/2019 - 06/2023

Varna, Bulgaria

### Humanities Program High School specializing Humanities

09/2011 - 05/2019

Varna, Bulgaria

## WORK EXPERIENCE

### Office Assistant Universal Express

04/2023 - Present

Varna, Bulgaria

Tasks/Achievements

- Providing essential assistance in the coworking environment, including event coordination and support across social media channels.

### Quality Assurance Specialist Sitel Group

01/2022 - 08/2022

Varna, Bulgaria

Tasks/Achievements

- Conducting high-quality transactions, crafting professional emails, providing constructive feedback to agents and team leaders, generating reports, facilitating meetings, and delivering effective training sessions. Management duties.

### Customer Service Representative Sitel Group

12/2020 - 12/2021

Varna, Bulgaria

Tasks/Achievements

- Responding to customer and restaurant partners inquiries, resolving customer and restaurant complaints, processing orders, collaborating with other departments, typing menus, meeting performance metrics

## SKILLS

Good communication and customer service skills

Detail oriented

Strategic-planning

Efficient

Creative problem solver

Quick learner

Proficient technical skills

Project implementation

Willingness to learn

System implementation

## LANGUAGES

JavaScript  
Professional Working Proficiency

HTML & CSS  
Professional Working Proficiency

Bulgarian  
Native or Bilingual Proficiency

English  
Full Professional Proficiency

German  
Professional Working Proficiency

## COURSES AND CERTIFICATES

Certificate for JS Advanced (09/2023 - 10/2023)

- From Software University (SoftUni)

Certificate for Programming Fundamentals with JavaScript (01/2023 - 04/2023)

- From Software University (SoftUni)

Certificate for Programming Basics with JavaScript (09/2022 - 10/2022)

- From Software University (SoftUni)

Certificate of Completion - The Complete JavaScript Course 2023: From Zero to Expert (06/2023 - 08/2023)

- From Udemy

Certificate for QA Basics (01/2023 - 02/2023)

- From Software University (SoftUni)

Certificate for Quality Assurance Specialist (01/2022 - 06/2022)

- From Sitel Group