






 +359876911090

 gerganazheкова@mail.com

 linkedin.com/in/gerganazheкова

 Dimitrovgrad, Bulgaria

## SKILLS

- Time Management
- Soft Skills
- Continuous Learning
- Project Management
- Employee Training

## TECHNICAL

- Java (Spring Boot & Rest)
- Front-end (HTML, CSS, JS)
- Social Media Management
- Digital Content Creation
- Git

## LANGUAGES

- English
- Bulgarian
- Japanese

# GERGANA ZHEKOVA

## DIGITAL CONTENT CREATOR

## PROFESSIONAL EXPERIENCE

I have 2.5 years experience as a customer service representative and working from home. Most of my work experience includes working with people from all around the world and it is always a pleasure to have a connection to the different cultures.

## WORK EXPERIENCE

### Customer Support Representative

**May 2023 - Present**

- Self-evaluation
- Payments and transactions
- Bookings and reservations
- Calls and Chat

### Customer Care Representative

**October 2020 - February 2023**

- UK retailer and E-commerce
- Payments and transactions
- Order Management Systems
- Calls and E-mails

### Senior Operator /seasonal/

**May - October 2019 & 2020**

- Promoting and entertaining customers
- Training new employees and accounting
- Schedules
- Customer Engagement

## EDUCATION

### Sofia University - St. Kliment Ohridski

Japanology