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 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