



## Lachezar Zhivkov Uzunov

📍 **Home** : Pop Zlatan street 17, 4000, Plovdiv, Bulgaria

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👤 **Portfolio**: <https://uzzunov.com>

🌐 **LinkedIn**: <https://www.linkedin.com/in/lachezar-uzunov/>

🐙 **GitHub**: <https://github.com/LachezarUzunov>

**Gender**: Male **Date of birth**: 05/06/1989 **Nationality**: Bulgarian

### WORK EXPERIENCE

[ 01/04/2012 – 30/09/2012 ]

#### Trainee in a Law Firm

**Address**: Plovdiv, Bulgaria

- In the 4<sup>th</sup> year of my Law studies at Plovdiv University Paisii Hilendarski I was a trainee in a Law Firm for six months, where my main activities and responsibilities were:
- preparing statement of claim of enforcement proceedings as well as conducting correspondence in connection with the execution of enforcement proceedings;
- preparing civil cases statement of claim, commercial law;
- preparing demurrer and appeals of penal court decrees;
- making inquiries regarding cases;
- preparing documents under article 410 and article 417 of Civil Procedure Code of Republic of Bulgaria

[ 05/01/2015 – 27/04/2015 ]

#### Junior Jurisconsult

**Municipality of Parvomay**

**Address**: Parvomay, Bulgaria

[ 27/04/2015 – 13/03/2016 ]

#### Employee Support Specialist

**"Reward Gateway" Ltd.**

**Address**: Plovdiv, Bulgaria

- taking 40-60 calls everyday in English;
- answering enquiries via email;
- chatting with 3 concurrent chats;
- working closely with the other departments of the company in order to solve complicated cases.

[ 14/03/2016 – Current ]

#### Customer support representative

**Siteground Ltd**

- delivering high quality service and customer satisfaction;
- developing outstanding soft skills and showing empathy to clients concerns and issues;
- reaching 99.06% customer satisfaction rate with over 48% excellent ratio with more than 59 000 clients served;
- achieving 87% resolution rate directly over the chat and only 13% sent to higher levels of technical support;
- spotting upsell opportunities and completing numerous successful upsells
- handling up to 4 simultaneous chats;
- helping clients with resolving WordPress issues, installing themes, plugins, disabling problematic plugins via database;
- strong knowledge on DNS and domain life cycle, helping clients and educating them on domain transfer procedure;

- helping clients with website transfers, importing and exporting databases via SSH;
- making changes in WordPress database urls;
- fixing SSL issues, identifying potential future problems and finding ways to avoid them;
- troubleshooting mail delivery issues;
- experience with cPanel;
- strong knowledge on WordPress, .htaccess files, experience with Joomla and Magento;
- MacMail, Outlook and other mail clients configuration;

## EDUCATION AND TRAINING

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[ 15/09/2003 – 30/05/2008 ]

### High School Diploma

*Ivan Vazov Foreign Language High School*

**Address:** Smolyan

[ 01/10/2008 – 30/06/2013 ]

### Jurist/Lawyer

*Plovdiv University Paisii Hilendarski*

**Address:** Plovdiv

[ 2014 ]

### Jurist/Lawyer – Acquisition of Legal Capacity

*Ministry of Justice, Republic of Bulgaria*

[ 07/2017 – 09/2017 ]

### WordPress Sites Speed Optimization

I have passed a WordPress sites speed optimization online course through Udemy.com as working in a hosting company I learned what is important is not simply having a website but one that loads really fast and impresses.

<https://www.udemy.com/make-your-wordpress-sites-fastest-in-world>

### Linux Basics

Recently completed online course on SSH Linux Administration:

<https://www.udemy.com/course/complete-linux-training-course-to-get-your-dream-it-job/>

[ 15/03/2021 – Current ]

### JavaScript Developer

**SoftUni.bg** <https://softuni.bg>

**Address:** Bulgaria

**Field(s) of study:** Information and Communication Technologies: *Software and applications development and analysis*

**Final grade:** Certificate

**Number of credits:** 30

**Personal portfolio** - <https://uzzunov.com>

JavaScript Basics and Fundamentals Modules passed with certificates issued:

**Programming Basics Certificate:**

<https://softuni.bg/certificates/details/105998/17a23212>

**Programming Fundamentals Certificate:**

<https://softuni.bg/certificates/details/113184/cd1145d>

**JS Advanced:**

<https://softuni.bg/certificates/details/130663/8a5980a0>

**JS Applications Module Certificate:**

<https://softuni.bg/certificates/details/120803/39ef1023>

**JS Back-End:**

<https://softuni.bg/certificates/details/127434/9a31a192>

**ReactJS:**

<https://softuni.bg/certificates/details/141734/72c5f374>

**Currently Learning:**

- Angular

**Github Profile:**

<https://github.com/LachezarUzunov>

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**LANGUAGE SKILLS**

**Mother tongue(s):** Bulgarian

**Other language(s):**

**English**

**LISTENING** C1 **READING** C1 **WRITING** C1

**SPOKEN PRODUCTION** C1 **SPOKEN INTERACTION** C1

**Spanish**

**LISTENING** A1 **READING** A1 **WRITING** A1

**SPOKEN PRODUCTION** A1 **SPOKEN INTERACTION** A1

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**COMMUNICATION AND  
INTERPERSONAL SKILLS****Communication and interpersonal skills**

- excellent communication skills acquired through day to day work with clients and meeting their expectations;
- team work skills – I have always been a team player and have had the chance to work in huge companies where colleagues need to help and rely on each other;

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**JOB-RELATED SKILLS****WordPress Web Design**

Being part of a WordPress managed hosting provider I got interested really into WordPress. I have built several sites for friends already and helped them spread the word of their services or local business. All of the sites I have built I was using Elementor which I really enjoy!

Here you can take a look at a couple of the sites that I have built:

<https://kantorarave.com/>

<https://teadesign.net/>

<https://ilton.bg/>