

Galina Ganeva



EXPERIENCE

Freelance Designer

September 2022- till now

Collaborating with clients to create custom designs that meet their needs and expectations. I am responsible for managing my own time and workload, and am skilled in communication and project management to ensure that projects are completed on time and to the client's satisfaction.

Customer Care Representative

"SITEL Bulgaria" EOOD

July 2021 - September 2022

Delivering exceptional service and support to customers, addressing inquiries, resolving issues, and ensuring satisfaction. Collaborating with cross-functional teams, documenting interactions, and advocating for improved customer experiences.

EDUCATION

Web Design (Bachelor's degree)

New Bulgarian University

October 2021 - till now

Marketing (Minor degree)

New Bulgarian University

October 2022 - till now

Secondary school

English Language School "Geo Milev"

September 2016 - May 2021

Portfolio link:

[https://galinaganeva.github.io/
portfolio/](https://galinaganeva.github.io/portfolio/)

Instagram portfolio link:

[https://www.instagram.com/
galina.creates/](https://www.instagram.com/galina.creates/)

Additional Courses and Certificates

C1 Advanced;

Pearson Edexcel Level I

Certificate in ESOL International
(CEF B2)

Tools & Technologies

Figma

Adobe Creative Cloud-
Photoshop

Adobe Illustrtor

AdobeXD

Procreate

Skills

UI design Teamwork

UX design User-Centric

Wireframing Design

Prototyping Problem Solving

Typography Critical Thinking

User research Adaptability

User testing Curiosity

Languages

Bulgarian (native)

English (professionnal)

Social

[linkedin.com/in/galina-ganeva](https://www.linkedin.com/in/galina-ganeva)