



Personal Statement

A bright, well-organised and highly motivated Junior Software Engineer, I am currently looking for my first role in tech. An intrinsically curious person, I am driven by the passion to solve problems and learn new skills. I enjoy collaboration, and attending meetups and workshops has brought me into testing and programming. As I took a deeper dive into modern technologies, I completed an ISTQB Foundation Certificate and undertook intense self-study to significantly develop my technical skills. My in-progress portfolio is available [here](#), I am very excited about the opportunity for hands-on learning. I have developed outstanding communication and organisational skills after working in team leading and training roles in the hospitality sector for the last 8 years, and I look forwards to bringing these people skills into my new position. I am available for immediate interview.

Key Skills

- Qualified with **International Software Testing Qualification Board (ISTQB)** Certificate
- Solid foundation of **HTML / CSS / JavaScript (ES6) / Bootstrap**
- Excellent communication skills
- Familiar with **Gherkin, Cucumber, JIRA**
- Understanding of **Agile** methodologies including **Scrum**
- Strong attention to **UX**
- Bug reporting and documentation

Education

- **ISTQB** Certificate no.: Brightest2018000101 *London, 2018*
Testing techniques, Psychology of testing, Test management, Maintenance testing, Black box and White box testing and other testing topics.
- **Bachelor Degree in Information Technology, Technical University of Ruse**
- **ICQ Level 3 NVQ Diploma in Hospitality Supervision and Leadership** *London, 2014*
- **Certificate in English, Westminster Academy** *London, 2010 - 2011*

Experience

Team Leader/Team Member Trainer 2018

Pret A Manger 2010 -

- Managed a team of 14 members, consistently exceeded personal and store KPIs, and increased team productivity by 15%
- Ran successful, efficient stores by using past sales data to predict demand, order optimal supplies, and reduce waste
- Trained staff members to improve customer service, leading to more frequent team bonuses and higher sales
- Gave comprehensive, consistently high quality training - offered a promotion to a regional trainer manager
- Kept all documentation up to date with no exceptions - led to excellent results on Health and Safety audit checks

Call Center Agent

Bulgarian National Police 2006 - 2010

- Responsible for all incoming emergency calls and handling them in a professional manner in a high-pressure environment
- Prepared audit reports on a weekly and daily basis, and accurately maintained the filing system and customer database

Hobbies & Interests

I enjoy spending time with my young family, reading personal development literature, swimming and visiting educational meetups