

# Marta Bekyarska

## Junior Software Engineer

London

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A well-organised and highly motivated aspiring Software Engineer, currently looking for a challenge in Front End Development. Driven by the passion to solve problems and coding, after 8 years working in hospitality, I took a deeper dive into modern tech. As an intrinsically curious person who likes collaboration, attending meetups and workshops brought me into programming. The in-progress portfolio at <https://github.com/MartaBekyarska> is the result of several months of self-study. Very excited for an opportunity to develop further and widen my experience in a progressive team.

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## Skills

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ISTQB Certificate	Bug reporting and documentation
Beginner at <b>Gherkin</b> , <b>Cucumber</b>	<b>HTML/CSS/JS/Bootstrap</b> foundation
Comfortable with <b>Git</b> , <b>GitHub</b>	Excellent written and verbal communication skills
Understanding of <b>Agile</b> methodologies incl. <b>Scrum</b>	Ability to focus on deadlines and deliverables
Strong attention to <b>UX</b>	Excellent eye for details

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## Education

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**ISTQB** Certificate no.: Brightest2018000101  
April 2018, London

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**

3 years out of 5 completed. Interrupted due to parental  
responsibilities. Willing to complete training program similar or  
equivalent to this.

**ICQ Level 3 NVQ Diploma in Hospitality Supervision and Leadership**  
2014, London

**Certificate in English, Westminster Academy**  
2010 - 2011, London

**German Language High School Friedrich Schiller**  
1997 - 2005, Bulgaria

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## Experience

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### **Pret A Manger / Team Leader**

March 2014 - July 2018, London

Managing a team of 14 members; Preparing audit reports, Banking and Petty Cash Handling; Consistently exceeded personal and store KPIs; Dealt with questions effectively and input data into ICT systems; Conflict resolution and mediation

- ❖ Team productivity increased by 15%, saving on labour costs and enhancing store profits.
- ❖ Mastered the art of running successful, efficient stores by using past sales data to predict demand and order supplies. This requires a tight balance between ordering enough and reducing waste.
- ❖ Improved customer service, leading to more frequent team bonus and higher sales.
- ❖ Provided excellent, personal customer service, generating repeat and referral business.

### **Pret A Manger / Team Member Trainer**

September 2010 - March 2014, London

Developed personalised induction schedules for new staff; Participated in hiring decisions and collected hiring feedback from the team; Training new employees on communication and handling customers' complex inquiries; Daily team briefing; Organising staff team awards and events

- ❖ Maintained comprehensive, consistently high quality training. Was offered a promotion to a regional trainer manager.
- ❖ Kept all documentation up to date with no exception- led to excellent results on Health and Safety audit checks.

### **Bulgarian National Police / Call Centre Operator**

2006 - 2010, Bulgaria

Responsible for all incoming calls and handling them in a professional and friendly manner; Handling complaints, emergency calls and out-of-hours enquiries; Preparing audit reports on weekly and daily basis; Maintaining the filing system and ensuring all records are kept up to date; Maintained customer database

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## Hobbies & Interests

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I enjoy spending time with my young family, reading, swimming and visiting educational meetups.