

**Marta Bekyarska**  
London, UK  
Contact: +447596260400  
Email: martatsoneva@yahoo.com

## Personal statement

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A well-organised and highly motivated person with extensive experience in Customer Service, currently looking for a new challenge in the technology space with a particular interest in front-end development. Efficient individual combined with warm personality and strong positive attitude to learn new tools and technologies. Able to work on own initiative, proactive and full of enthusiasm. Possessing a good understanding of the essentials of safety and quality. Looking for a company which will allow me to continue to develop my knowledge and potential.

## Key Skills

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### Fundamentals:

- ISTQB Certificate
- Visual Studio, SpecFlow, Cucumber, HTML, CSS, Bootstrap
- Javascript in process of learning
- Git  
(<https://github.com/MartaBekyarska>)
- Agile/Scrum Methodologies
- SDLC and STLC
- JIRA, Defect reporting and follow up of issues and verification of bug fixes
- Strong attention to UX (user experience)
- Familiar with WinSCP
- Curiosity of how different systems work and strive to learn
- Good organisational and time-management skills
- Proficient level in MS Office (including Word, PowerPoint, Excel & Outlook)
- Excellent communication skills, both written and verbal
- Excellent eye to details

## Education

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ISTQB: Certificate no.: Brightest2018000101

- Fundamentals of Testing, Testing throughout the SLC, Static Testing, Test Design Techniques, Test Management, Test Tool selection and implementation)

*(April 2018)*

Bachelor Degree in Information Technology, Technical University of Ruse

- Object-Oriented Programming covered

*(September 2011– current)*

ICQ Level 3 NVQ Diploma in Hospitality Supervision and Leadership

*(March 2014)*

Certificate in English, Westminster Academy

*(June 2010– February 2011)*

German Language School Friedrich Schiller

*(September 1997 – June 2005)*

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## Employment History

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*Pret A Manger*

**TEAM LEADER**

*(March 2014- present)*

Managing a team of 14 members; Preparing audit reports, Banking and Petty Cash Handling; Organised and scheduled staff assignments to ensure efficiency in budget management and the completion of tasks within agreed time frames while maintaining high standards of quality; Achieves personal and store KPIs, consistently exceeding key performance indicators, and individual and store targets; Dealt with questions efficiently and effectively and input data into ICT systems

**Key Achievements:**

- ❖ Team productivity increased by 15% which led to saving on labour and gain on profit for the store.
- ❖ Improved customer service led to more frequent bonus for the team and higher sales for the company
- ❖ Successfully interacted with clients to generate repeat and referral business

*Pret A Manger*

**TEAM MEMBER**

**TRAINER**

*(2010- 2014)*

Providing training to new employees on communication and ways of handling customer's complex inquiries; Making sure the company standards are being followed by the team; Keeping up to date the new employees training records; Daily team briefing; Organising staff team awards and events

**Key Achievements:**

- ❖ Contributed with strong focus on producing a high quality of members of the company
- ❖ All documentations being kept up to date with no exclusions led to good results on Health and Safety audit checks

*National Police*

*Bulgaria*

**CALL CENTRE**

*(2006-2010)*

Responsible for all incoming calls and handling them in a professional and friendly manner; Handling complaints, emergency calls and out-of-hours enquiries; Managing the incoming and outgoing mail; Preparing audit reports on weekly and daily basis; Maintaining the company filing system and ensuring all records are kept up to date; Handling all internal and external documentation and correspondence as required; maintained customer data base

**Key achievements:**

- ❖ Re-organised a filing system to work more efficiently

## Hobbies & Interests

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