



PETER MILUSHEV

CRM Product Trainer

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- GitHub: [Portfolio](#)
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- [Based in](#) Sofia, Bulgaria

SKILLS & ABILITIES

- **3+ years of experience** in employee training, creation of help articles for internal tools and processes, and documentation of new and existing product features and product functionalities
- HTML5 & GitHub
- Fluency in verbal and written communication in English
- Ability to create and optimize processes
- Time management and multitasking skills with the ability to prioritize tasks
- Self-motivated and highly organized, capable of managing multiple tasks and deadlines both in a team and independently

WORK SUMMARY

Entain

CRM ProductTrainer | Feb 2022 - Present

- Develop, structure, and maintain the CRM product knowledge base, ensuring information is accurate, up-to-date, and easily accessible.
- Design, organize, and deliver comprehensive learning materials, including user guides, product release notes, and interactive demos, in close collaboration with Product Teams.
- Translate complex technical product concepts into clear, concise, and user-friendly content for customer-facing documentation, such as user guides and help articles.
- Conduct CRM training sessions for internal and external stakeholders, delivered both online and in-person, to enhance tool adoption and user efficiency.
- Create and manage web pages, organizing diverse content types such as text, videos, and images to ensure optimal user engagement and accessibility.

SportModule Ltd

Quality and Training Specialist

March 2020 - February 2022

- Lead online group and 121 training sessions on the company's internal tool for data collection
- Collaborate with Product Teams to create and update learning materials such as help articles and user manual

ACADEMIC BACKGROUND

UNWE, Sofia

Bachelor degree

Sept 2019 - May 2024

- Bachelor in Marketing and Strategic Planning in English