

Peter Nikolov

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Objective:

Dedicated, passionate and creative Software Developer in training seeking to use proven C#, .NET and SQL skills for the further excellence of professional development.

Education:

- **Eleven Fifty Academy, Software Development Immersive Learning Program, Indianapolis, IN, September 2021 - Present**
 - 26-week immersive learning program for Software Development taught with industry-guided curriculum, real-world project-based learning, and 500+ hours of logged coding time and training.

Competencies & Functional Skills:

Problem solving, troubleshooting, creativity, visual communication, customer service, critical observation and thinking, organization, Agile methodology, portfolio development, addressing and resolving business challenges.

Technical Skills:

Languages/Libraries: C#, ASP.NET, SQL

Cloud Technologies: Azure, GitHub

CI/CD: Agile, Scrum, Git

Databases/ORM: SQL Server, Relational Databases, Entity Framework

Web Technologies: HTML, CSS, APIs, MVC, Responsive web design, Bootstrap

Testing Tools: MSTest

Technical Projects:

Professional Experience:

Account Support Manager, Tangoe Inc, Indianapolis, IN July 2021 – Present

Project Scope: I work directly with client POCs on existing issues and solutions, aid helpdesk agents through training and day to day questions.

- Create training guides for new and existing agents to assist with helpdesk inquiries
- Communicate with client point of contacts on enterprise mobility issues
- Monthly SLA reporting to provide to account SDMs and client POCs

Service Delivery Analyst, Tangoe Inc, Indianapolis, IN January 2021 – July 2021

- Monitor client invoices to ensure all expected invoices are received and loaded into Tangoe's software.
- Maintain and reconcile telecom inventory for customers
- Provide white glove service to client POCs daily

Account Specialist, Tangoe Inc, Indianapolis, IN March 2018 – January 2021

- Delivered exceptional customer service in a vibrant and engaging call center environment
- Fulfilled client requests submitted through Tangoe's internal portal
- Met/Exceeded established activity goals; 20+ calls per day, 50+ emails per week
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Awards & Achievements:

- EFA Gold Badge
- EFA Blue Badge