



**PN**

# PETER NIKOLOV

ACCOUNT SUPPORT MANAGER  
SOFTWARE DEVELOPER  
NIKOLOV\_PETER@YAHOO.COM

## OBJECTIVE

Driven Operations professional committed to balancing company goals while helping all customers find satisfactory solutions.

Eleven Fifty Academy graduate looking to put his newfound passion for software development to work.

## SKILLS

### Development

- C#
- Web MVC
- ASP.NET
- SQL
- HTML/CSS/Bootstrap
- Agile
- Scrum

### Helpdesk/Operations

- Agent Training
- Documentation
- Technical Troubleshooting
- EMM/MDM
- White Glove Service

## EXPERIENCE

### ACCOUNT SUPPORT MANAGER • TANGOE • JULY 2021 – PRESENT

I work directly with client Point of Contacts on existing issues and solutions, aid helpdesk agents through training and day to day questions. I also create detailed guides the agents use while on calls.

### SERVICE DELIVERY ANALYST • TANGOE • JAN 2021 – JULY 2021

Monitor and ensure all client invoices are received and loaded into Tango Software on time. Maintain and reconcile telecom inventory for customers and provide white glove service to client POCs.

### ACCOUNT SPECIALIST • TANGOE • MARCH 2018 – JAN 2021

Delivered exceptional customer service in a vibrant and engaging call center. Fulfilled client requests submitted through internal portal. Met/Exceeded established activity goals; 20+ calls/day, & 50+ emails per week.

## EDUCATION

### HIGH SCHOOL DIPLOMA • 2013 • WESTFIELD HIGH SCHOOL

### EFA GRADUATE AWARD • FEB 2022 • ELEVEN FIFTY ACADEMY

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.

317-502-6283

[WWW.LINKEDIN.COM/IN/PETERNIKOLOV94](https://www.linkedin.com/in/peternikolov94)

[PETER-NIKOLOV1.GITHUB.IO/PETERSPORTFOLIO](https://peter-nikolov1.github.io/petersportfolio)