

Siyana Nikolova

I consider myself a software development enthusiast. Also, as a perfectionist, I am confident in my desire to learn new skills and be the best version of myself.



✉ siyana.nikolova.dev@gmail.com

📍 Varna, Bulgaria

🐙 github.com/SiyanaNikolovaa

📞 0894430942

🌐 linkedin.com/in/siyana-nikolova95

EDUCATION

Software and Internet Technologies Technical University of Varna

Varna

Italian and English class 8th Russian school "Al.S.Pushkin" Varna

09/2009 - 05/2014

Varna

WORK EXPERIENCE

Customer Support Specialist with Italian (Temporary Contract) Concentrix/HRS

10/2024 - 01/2025

Varna, Bulgaria

Achievements/Tasks

- Assisting clients with their orders for a few of the biggest fashion brands, troubleshooting web page issues, and providing excellent customer support

Technical Support Specialist with English ResultsCX/60K

06/2023 - 04/2024

Varna, Bulgaria

Achievements/Tasks

- Working via chat and email
- Troubleshooting of bots, APIs, and different tools related to the LivePerson platform. Responding to Business clients' requests on the company's AI.
- Improved soft skills
- Creating follow-ups, communication with other departments in order to assist the clients as good as possible
- Finished many compliance and cyber security trainings
- Receiving high CSAT /targets/
- Mentorship training of the new employees

Technical Support Specialist with Italian Sutherland Global Services

08/2019 - 04/2020

Varna, Bulgaria

Achievements/Tasks

- Responding to clients' requests via chat, email, and phone on Amazon Italy project
- Troubleshooting
- Communicating with all of the company's departments
- Responsible for clients' satisfaction
- Receiving good results on the targets

SKILLS

HTML AND CSS

JavaScript ES6

Tailwind CSS

Bootstrap5

PHP7

GIT

JIRA

Problem solving

Effective communication

Attention to Detail

Analytical thinking

PERSONAL PROJECTS

EnidSuperLube (04/2024)

- A whole JavaScript project (Car shop) where you can see all of my passion for this programming language.

Bookstore (12/2021 - 01/2022)

- My first big university project made me believe in myself and my coding skills. Big project including a few web pages with HTML, CSS, and JavaScript.

Fashion Store (01/2025 - Present)

- I plan this to be my biggest project showing all of the coding skills I have.

CERTIFICATES

Oracle Database Foundations (12/2016)

Udemy The Complete JavaScript Course 2024: From Zero to Hero (06/2024)

LANGUAGES

English

Native or Bilingual Proficiency

Italian

Full Professional Proficiency

INTERESTS

Web development

Coding

Sports and healthy life

Classic literature

Travelling