


PERSONAL INFORMATION

Ivana Drenska



 112A, Henrik Ibsen Street, Gotse Delchev, 1404 Sofia (Bulgaria)

 (+359) 877 651 948

 ivanadrenska35@gmail.com

Sex Female | **Date of birth** 16 Sep 1995 | **Nationality** Bulgaria, Bulgaria

WORK EXPERIENCE

16/10/2016–12/09/2017

Live Dealer/Game Presenter/Employee Representative

Smiling Studios Ltd., Hamrun (Malta)

- Host/present a number of different casino games to the camera for live players. Explaining the different games to live players.
- Carry out all gaming operations, including table administration, the gaming process and computer monitor administration
- Interact with players verbally and through the live chat system throughout the game in English language
- Make employees views known to management
- Help to strengthen both managements and employees understanding of workplace issues and other matters affecting the business
- Help create an atmosphere of mutual trust between employees and management and therefore improve workplace relations
- Organising team building events and arranging meetings of staff
- Helping in the training of new members of staff
- Posting job ads on different platforms
- Participating in recruitment efforts
- Serving as a point person for all new employee questions

01/09/2015–20/09/2016

Customer Service Representative

HSBC UK Contact Centre Swatar, Swatar (Malta)

- Answers (or makes) phone calls from our HSBC customers in a polite and friendly way.
- Effectively manages large amounts of incoming calls.
- Resolves customer's issues at first contact where possible.
- Delivers what is promised in line with customer expectations.
- Offers value added products and services based on customer needs analysis and ensures customer understanding of those products.
- Maintains customer records by updating account information.
- Builds sustainable relationships of trust through open and interactive communication.
- Handles complaints, provides appropriate solutions and alternatives within the time limits and follows up to ensure resolution.
- Follows communication procedures, guidelines and policies.

09/09/2014–30/04/2015

Sales Assistant

Nine West, Tommy Hilfiger - Trilogy Ltd. (Malta)

- Serving and advising customers.
- Operate cash registers and accept payment.

- Stock control and management.
- Attaching price tags.
- Merchandise.
- Receiving and storing the delivery of stock.

01/05/2014–26/08/2014

Receptionist

Hotel Royal, Golden Sands 9007, Golden Sands Resort, Varna (Bulgaria)

- Provide high quality guest service
- Checking customers in and out
- Handle guest inquiries, feedback, complaints and requests and ensure customer satisfaction
- Cashier
- Answer phones
- Data entry

EDUCATION AND TRAINING

09/2009–05/2014

High School Diploma

EQF level 5

Private Language School "Leonardo da Vinci" with English and Spanish, Dobrich (Bulgaria)

PERSONAL SKILLS

Mother tongue(s)

Bulgarian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Cambridge Preliminary English Test Cambridge First Certificate in English IELTS					

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

- Good listener with a remarkable ability to understand instructions while paying attention to detail
- Able to get along with co workers
- Able to communicate and explain things clearly
- Experience in working in an international environment
- Experience with project team work
- Good communication skills gained through my working environment
- Track record of understanding and addressing the client's needs and preferences
- Demonstrated ability to greet customers and respond quickly to their queries
- Well practiced in attending phone calls and answering customer queries

Job-related skills

- Can work perfectly in a team environment
- Sociable and outgoing person
- Desire to learn and gain new experiences
- With a positive will-do attitude
- Good communication and memorizing skills

- Patient and persistent
- Disciplined, self-motivated and able to accept
- Hard-working, energetic and determined to succeed
- Reliable and punctual
- Doing work with timely manners
- Very responsible for all tasks assigned
- Leadership and organisational skills

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Independent user	Independent user	Independent user	Basic user	Basic user

Digital skills - Self-assessment grid

- good command of Microsoft Office™ tools
- good command of Adobe Photoshop
- good command of Command Prompt (cmd.exe)
- good command of Retail Pro
- good command of Open Span
- good command of Outlook Express

Driving licence B