


## 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

**Related document(s):** Reference Letter - Smiling Studios

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

Related document(s): Reference Letter - Hotel Royal

## 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<br>Cambridge First Certificate in English<br>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

#### ANNEXES

- Reference Letter - Hotel Royal
- Reference Letter - Smiling Studios

## Reference Letter - Hotel Royal

To Whom it May Concern

I highly recommend Ms Ivana Drenska as a candidate for employment. I have worked very closely with her during her employment with our Company. She produces a high volume of work while maintaining high standards for quality and accuracy.

Ms Drenska has excellent communication skills. In addition, she is extremely organized and reliable person. She can work independently and is able to follow through to ensure that the job gets done. She is also flexible and willing to work. Both very bright and quite motivated, Ivana will devote herself to a position with your organization with a high degree of diligence.

Ms Drenska possesses the ultimate 'can do' attitude while taking on all tasks with a positive energy and a smile, which made her a very low maintenance employee. She is a naturally caring person with a strong helping orientation who consistently demonstrated a solid service orientation towards our clients. Her upbeat personality and engaging personal style enables her to interact effectively with clients and staff.

As you can tell by now, I am quite impressed by Ms Drenska and give her my strongest recommendation for roles which require intelligence, organization skills, communication skills, service and a positive attitude. I am confident that she will establish productive relationships with your staff and constituents. Please feel free to contact me if you need additional information or perspective.

Sincerely,

Miglena Dimitrova Borisova

General Manager

Hotel Royal

*Golden Sands 9007,*

*Golden Sands Resort, Varna*

*Bulgaria*

Mobile 00359 887813432

Email: hotelroyal@abv.bg

## Reference Letter - Smiling Studios

06th September 2017

To whom it may concern,

I have known Ivana Drenska since the 17<sup>th</sup> October 2017, when she started her employment with our Company, "Smiling Studios Ltd."

She started training as a Dealer/Game Presenter and can state she was a keen learner in her new role.

She has always shown flexibility and complete co-operation on any assigned duties and was also always willing to work on anything that was assigned to her.


Her current team members have happily worked alongside Ivana and have had a healthy work relationship with her. She has no problem voicing her opinions/concerns but always does this respectfully and courteously towards others.

She is a mature person with a friendly character and a helpful nature. At all times I have found her to be an honest and trustworthy, reliable and dependable person.

She is able to work independently and follow it through to ensure that the job gets done.

Ivana has excellent communication skills, therefore I highly recommend her as a candidate for employment. In my opinion, I believe that she would be a tremendous asset to any company and has my highest recommendation.

Kind Regards,



Joanne Dick  
Live Studio Manager  
Smiling Studios Ltd  
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