Vladimir TUMBEV

**PERSONAL PROFILE**

Mara Buneva 3, floor 3, apt 3, Blagoevgrad, Bulgaria 2700

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+359896709992

I am able to:

- Be punctual and well organized, taking a careful approach to my work

- Learn quickly to adapt to new working environments and challenges

- Highly motivated and ambitious

- Have very good attention to detail

- Have the ability to work to tight deadlines, maintaining a positive accuracy rate

**EDUCATION**

2008-2012 **University of Portsmouth, Portsmouth Business School** Portsmouth, UK

**BA(Hons) in Accounting with Finance**

***Major Courses:*** *Financial Reporting, Operational Management Accounting, Accounting for Strategic Management and Control, Auditing, Taxation, International Accounting, Business Finance, Accounting Packages and Information Systems focused on SAGE, etc.*

2001-2006 **“Akad. L. Stoyanov” Language High School Blagoevgrad** Blagoevgrad, BulgariaEnglish with Information Technologies

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| **UNIVERSITY PROJECTS** |

**Accounting Dissertation Word Count; 11 500 Mark: 2:1 March 2012**

**ASMC Coursework Hotel Performance Evaluation and Analysis Word Count: 3000 Mark: 2:1 January 2012**

**PROFESSIONAL EXPERIENCE**

March2015- **Alphabet (GB) - BMW Group UK** Farnborough, UK

June2017 *Remarketing and End of Contract advisor*

* Responsible for ensuring the optimal amount of vehicles are supplied to each selling auction site for upcoming sales
* Invoicing vehicles from post-sale remittances.
* Management of the in-life vehicle movements and storage for the company.
* Building strong relationship with suppliers and auction sites
* Management of the end-of-life K4K (key for key) process for the company.
* Proven proactive improvement of processes and performance optimization.

July2014- **Inchcape Fleet Solutions** Portsmouth, UK

March2015 *Fleet Associate*

* Dealing with customers via telephone and email and providing outstanding customer service
* Adhering to SLAs and KPIs to ensure the business standard is achieved
* Processing and resolving End of Contract damage disputes in a professional and timely manner
* Raising manual credit notes and invoices for sign off by the appropriate authority as per the authority matrix
* Dealing with day to day administration tasks integral to the successful running of Customer’s account
* Raising End of Contract charges, ensuring data is consistent and accurate to ensure Customer is charged correctly
* Complaints – dealing with any complaints that our Customer may have and working with different departments and suppliers to ensure that the complaint is resolved fully and to the Customer’s satisfaction

April2014- **Serco Listening PLC on the DeVere Project** Portsmouth, UK

July2014 *Administrator*

* Part of the Administration Team for DeVere Hotels.
* Processing e-mail and fax correspondences. Processing corporate and agency bookings, cancellations and amendments.
* Processing guest enquiries and special requests.
* Exceeding the 14 “Average Processes per Hour” target and achieving the 100% visual quality target.
* Liaising with hotels, travel agencies and Customer Care department to resolve any issues before a complaint arises.

Nov2013- **Serco Listening PLC on the Fortnum and Mason Project** Portsmouth, UK

Jan2014 *Customer Service Sales Advisor*

* Working as temporary Sales staff on Fortnum and Mason Project
* First point of contact for customer complaints. Taking ownership of complaints and liaising with warehouse, management and the delivery company to deal with complaints before escalation and exceed the expectations of the customers.
* Processing Orders
* Exceeding Quality targets.

March2013- **Serco Listening PLC on the DeVere Project** Portsmouth, UK

April2014 *Customer Service Sales Advisor*

* Working as part of the Central Reservations Team for DeVere hotels. Processing bookings for customers over the phone.
* Highest MTD Inbound Quality score in the campaign with an average of 99.6% Quality for July.
* Working towards and exceeding Quality and Conversion targets.
* Offered permanent employment one month prior to the end of the probation period due to excellent performance
* Trained on all three hotel brands within three months of start date

July2009- **Ibis Hotel Portsmouth Centre, Accor UK& Ireland** Portsmouth, UK

March2013 *Front Office Team Member / Night Auditor*

* *Performing numerous administration duties, correspondence in professional manner via email and phone, monitoring invoicing and cash operations on a daily basis, dealing with company invoices and pro forma invoices, respecting management deadlines, etc.*
* *Working towards a budget and towards the company’s objectives*

March2008- **DOMO Retail, Subsidiary of K&K Electronics –** *Electronics Store*Blagoevgrad, Bulgaria

Sept2008 *Assistant General Manager*

* *Handling customer complaints and returns, recruiting, training and motivating the Sales Team and managing staff rotas to ensure store’s needs are met, using Performance Measurement Tools to monitor and analyse performance issues and KPIs (Key Performance Indicators), performing and monitoring stock ordering, bank reconciliation statements, invoicing and cash operations, etc.*

**ADDITIONAL INFORMATION**

**Interests**: Athletics (football, skiing, squash,), playing the piano, travelling

**Additional training:** DDA, Fire Training, C.O.S.H.H.

**Programming Toolbox:** Javascript, jQuery HTML, CSS, Bootstrap, Node.js, Express, MongoDB, XML, Java (Android Development).

**Systems used:** SAGE 50, Advanced MS Excel (VLOOKUP, Pivot tables, Dashboards, Macros, Template building)

**Languages:** Bulgarian (Native); English (Fluent), Russian (Fair);

**Nationality:** EU/Bulgarian Citizen

**REFERENCES**

Andrew Smith – Team Leader – Alphabet (GB) andrew.sa.smith@alphabet.co.uk

Steve Shaw – Head of Remarketing and Logistics – Alphabet (GB) steve.shaw@alphabet.co.uk