

# VELIZAR VELIKOV

## Junior Developer

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Sofia, Ruse



## EXPERIENCE

### Technical Support for Google Applications

#### Sutherland Global Services

2015 - 2018 Sofia, Bulgaria

SGS is a big international corporation with more than 40 000 employees all over the world, one of the companies which Google have chosen to handle the support for their applications

- I was first point of contact with Google customers to support their query
- Compiled and analyzed customers' requirements to give the best advice and resolve their query
- Fully documented every query, including all resolution steps to ensure documentation best practices
- Took, owned and closed the customer support requests as assigned, seeking support where required
- Protected confidential and sensitive information and materials
- Collaborated with other team members to provide high quality support
- During my time in SGS I exceeded every metric target that Google required

### Account Manager

#### Caretower Ltd

2012 - 2014 Sofia, Bulgaria

Caretower IT Security Specialists is a company dedicated to information security for over 15 years.

- I engaged in customer service by making information readily available
- Persisting in sales even in the face of failure, and hit my individual targets on monthly bases
- Answering questions from clients
- Researching client base to find new types of customers and selling to them accordingly
- Analyzing and creating a plan for engaging the target market
- Analyzing the competition to create a plan for engagement
- Demonstrating superior time management skills and meeting sales deadlines

### Ticketing Agent

#### Lessno.com, Bulgarian VIP Tours, Oversun Aviation

2007 - 2011 Sofia, Bulgaria

Tourist agencies

- Find, issue and sell airline tickets for the customers
- Arranging reservations and routing for passengers
- Planing route and computing ticket cost, using Amadeus CRS
- Informing travel agents in other locations of space reserved or available
- Selling travel insurance
- Calling customer to advise of changes with travel conveyance or to confirm reservation

## EDUCATION

### Software Engineering

#### Software University

2017 - 2019

GPA

5.25 / 6.00

### Management of Foreign Economic Activities

#### International Academy of Human Resources, Kiev, Ukraine

2007 - 2012

GPA

4.90 / 5.00

## COURSES

### JavaScript Applications

### JavaScript Advanced

### JavaScript Fundamentals

### C# MVC Frameworks - ASP.NET

### C# Web Development Basics

### Databases Advanced - Entity Framework

### Databases Basics - MS SQL Server

### C# OOP Advanced

### C# OOP Basics

### C# Advanced

## EXPERIENCE

### Software Distributor

#### Danina G

📅 2003 - 2005 📍 Ruse District, Bulgaria

Danina-G is a software company based in Plovdiv developing medical software applications

- Distribution and selling of companies product to medical doctors in Ruse town and district
- Technical and computer support

### Technical Administrator

#### Amylum - Bulgaria

📅 1998 - 2001 📍 Razgrad, Bulgaria

Amylum Bulgaria is a company based in Razgrad. Its main activity is the extraction of primary products for the food industry through deep processing of corn

- I drew the technical documentation using FileMaker Pro

## PASSIONS



Coding



Salsa Dancing



The Venus Project



Scale Modelling

## FIND ME ONLINE



LinkedIn

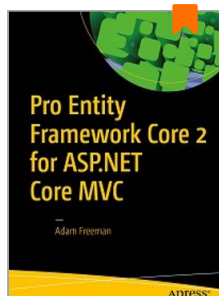
Velizar Velikov



GitHub

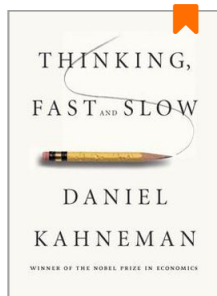
<https://github.com/VelizarVeli>

## BOOKS



**Pro Entity Framework Core 2 for ASP.NET Core MVC**

Adam Freeman



**Thinking, Fast and Slow**

Daniel Kahneman

## COURSES

Software Technologies

Programming Fundamentals

Programming Basics with C#

Drupal Site Building

## TECHNOLOGIES

### Coding

C#

ASP.NET Core

MS SQL

HTML

CSS

JavaScript

Google Apps/G Suite

Drupal

## LANGUAGES

Bulgarian

Native



Russian

Proficient



English

Fluent



## SUMMARY

I think programming is one of the few professions that will not become obsolete in the next 30 years due to the introduction of more automation, computerization and cybernation in the economy, on the contrary will expand because of the growing automation of increasingly complex processes. I want to be part of this transition and give my best into changing the world into better future.