**Boryana Kremakova**

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**Professional Summary**

An ambitious and proactive 3rd year Web and Mobile Development student with experience in the tourism industry. I am interested in gaining technological experience within a real-life business environment. I prosper in situations where determination and hard work are essential to solve problems. My most recent relevant experience was an insight into the business operations of Lenovo Technologies UK.

**Technical Skills Other Skills**

* Java, Python, Visual Basic
* T-SQL and database design
* Operating systems
* CCNA1 certification
* HTML, CSS and JavaScript
* Conscientiousness
* Excellent verbal and written communication
* Team player
* Strong willingness to learn

**Education**

*University of the West of Scotland Paisley*

*Bachelor of Science: Web and Mobile Development Jul 2022*

* Expected to graduate in July 2022
* Introduction to Web Development, Introduction to Programming, Database Development, Structures and Algorithms, Computer/Operating systems, Programming for Mobile Devices
* Python, Visual Basic and Java
* HTML, CSS and JavaScript
* T-SQL, SQL Management Studio
* Android Studio

*Saxion University of Applied Sciences Deventer*

*Bachelor of Business Administration May 2016*

* Learn about the techniques in making a tourist destination more visited through marketing, research and economics
* Complete a thesis on the topic "Promotion of eco-labelled hotels in Brussels"
* Mastered qualitative and quantitative research
* Present and analyse data by using SPSS software and displaying it through appealing charts and histograms
* Awarded certificate for completing leadership symposium workshop

**Experience**

*1st Step Recruitment Solutions Ltd Erskine, Scotland*

*Cleaner Sep 2020*

* Holiday cover at a construction site
* Clean welfare cabins, site canteen, meeting and briefing rooms, toilets, office
* Make sure all units are cleaned regularly according to Covid-19 regulations

*Lenovo Technologies UK Ltd Renfrew, Scotland*

*Student Work Placement Feb 2020 – Mar 2020*

* Learn about the business operations of different departments each week, such as project management, quality and service, accounting, supply chain as well as sales
* Increase customer satisfaction by helping out with day-to-day tasks

*Ashtree House Hotel Paisley, Scotland*

*Front of House/Housekeeping Aug 2018 – Dec 2019*

* Clean rooms and public areas to meet health standards
* Take orders from hotel guests for food or drinks
* Serve food or beverages to guests
* Check with customers to ensure that they are enjoying their meals, and take action to correct any problems
* Greet, register and assign rooms to hotel guests

*River Advice AG Cologne, Germany*

*Receptionist Jan 2018 – Mar 2018*

* Greet, register and assign rooms to ship workers
* Verify workers' credit and establish how the customer will pay for accommodation
* Contact housekeeping or maintenance staff to report any problems in the cabins
* Issue room keys
* Issue invoices to external companies for food and accommodation
* Calculate monthly food inventory for the crew
* Answer telephones and provide callers with information, take messages or transfer calls to the appropriate individuals

*River Advice AG Danube and Rhein rivers*

*Cabin Stewardess Apr 2017 – Dec 2017*

* Carry linen, towels, toilet items and cleaning supplies on wheeled carts
* Clean rooms, hallways, lobbies, lounges, public toilets, corridors, lifts, staircases, changing rooms and other work areas to meet health standards
* Disinfect equipment and supplies using germicides or steam-operated sterilisers
* Wash dishes and clean kitchens, cooking utensils and cutlery
* Polish silver accessories and metalwork, such as fixtures and fittings
* Load ship's supplies
* Welcome passengers onboard and accompany them to their cabins

*TTEC Eastern Europe EAD Plovdiv, Bulgaria*

*Document Processing Specialist Apr 2016 – Nov 2016*

* Search electronic sources, such as databases or repositories, or manual sources for information
* Identify and classify documents or other electronic content according to characteristics such as security level, function, and metadata
* Approve or reject documents based on regulations
* Inform customer about reasons for rejections by email or phone

*Brussels Booking Desk Brussels, Belgium*

*Trainee Accommodation Consultant Sep 2014 – Feb 2015*

* Organise accommodation for groups visiting Brussels during events and conferences
* Communicate with potential and existing clients as well as partners by email or phone
* Handle requests for proposals, answering to the needs and demands of the customer
* Operate a telephone switchboard to answer, screen or forward calls, providing information, taking messages or scheduling appointments
* Improve the company’s official website

*NH Amsterdam Zuid Hotel Amsterdam, Netherlands*

*Trainee Housekeeping Supervisor Sep 2012 – Feb 2013*

* Train room attendants
* Advise managers, receptionists or admittance personnel of rooms ready for occupancy
* Plan and prepare employees' work schedules
* Coordinate activities with other departments to ensure that services are provided in an efficient and timely manner
* Inspect work performed to ensure that it meets specifications and established standards
* Perform or assist with cleaning duties as necessary
* Establish and implement operational standards and procedures for the departments supervised
* Investigate complaints about service and equipment and take corrective action
* Achieved grade 8 out of 10 on hospitality performance

**Additional information**

I am an international mature student coming from Bulgaria who has lived and worked in different European countries such as Netherlands, Belgium, Germany and now UK. I love travelling and I have visited a few places around Europe like Italy, Spain, Croatia, Bratislava, Hungary and many more. I lived and worked on a cruise river line ship for a year which gave me the opportunity to travel and visit different cities every day. In my spare time I like reading science fiction books, watching TV series and playing PlayStation games. I used to play basketball and tennis as a youngster. I like cycling and am currently practicing yoga at home daily. I hold a valid driving licence and own a Cambridge certificate in Advanced English as well as a certificate on a Web design course and CCNA1 qualification. I am currently offering services online related to Microsoft Office, editing/proof reading and designing web pages.

**References**

Available on request