Maria Blagoeva

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ABOUT ME

A highly motivated and driven individual with a Bachelor degree in Computer Science and experience in providing IT solutions and support based on customer needs.

Hard working and passionate about providing high quality support, quick solutions to problems and guidance to customers.

A good communicator within a team and accustomed to working remotely across different time zones.

Skills

- ✓ Ecommerce, HTML, CSS
- ✓ Tech-savvy
- ✓ Problem-solving
- ✓ Customer interactions
- ✓ User training and onboarding
- ✓ Communication

Experience

ASSISTANT MANAGER (January 2018 – October 2019)
BOMI, BLAGOEVGRAD, BULGARIA

BOMI is a small family-owned construction business. Working in my parents' company I gained a lot of experience in communication with current and potential clients in the retail business in order to ensure a successful sale and a happy customer. Organization and time management skills were also heavily involved in this position.

IT INTERN (June 2015 – August 2016)
GE OIL & GAS, ABERDEEN, SCOTLAND, UK

As an intern at GE Oil & Gas I gained a very diversified IT experience. My day to day job varied from supporting the system by interacting with users and resolving their issues to the creation of requirements, user guides and implementing and testing new features. From building complex reports to satisfy business needs to training hundreds of GE employees. Working closely with different teams and companies to help facilitate integrations between different technologies within the company and gaining understanding of CRM systems and operations within SaaS such as Salesforce and ServiceMax.

Education

Aberystwyth University, Wales, UK (2012 – 2017)
BCS COMPUTER GRAPHICS, VISION AND GAMES

Key modules: C and Unix Programming, Program Design, Data Structures and Algorithms, The Software Development Life Cycle, Software Development, Image Processing, Modelling Persistent Data