

# Kiril Kostov

## Graduate Software Developer

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**Graduated with 1<sup>st</sup> degree from Westminster University**, always trying to excel myself in what I am doing.

**Dean's List Awards**, for outstanding achievement and grade above 70% at level 4 and level 5.

**Eager to learn**, as a young developer, I accepted the challenge to vigorously work towards acquiring new skills which will aid my way to progress in my career.

## PROFESSIONAL EXPERIENCE

### Front of House Customer Service (0.5fte)

Friends House Hospitality, London, 2014–Present

Joined as Room steward, promoted rapidly through a series of increasingly responsible positions based on strong organizational skills, willingness to work in a team and strong desire to progress.

- Maintain customer service standards on a day to day basis to ensure maximum satisfaction levels.
- Utilized some of my skills to produce several type of report sheets in order to minimize the time spent to complete daily duties.
- Worked hard in a team to achieve 99.7% customer satisfaction levels at reception.

### Quaker Life Support Officer (0.2fte)

Friends House Hospitality, London, 2015–Present

Working my way up, I have taken on a role as a 'Quaker Voices' officer. Main responsibilities are; managing bi-monthly magazine, dealing with customers over the phone and email, updating subscriptions, deal with payments, updating small website page, organizing volunteers to stuff envelopes, communicating with the magazine editor on a day to day basis.

- Introduced digital catalogue to organize better our archives.
- Automated some time consuming procedures previously on place in order to save time. (e.g. *setup occurring weekly emails*)
- Carried over regular reports and meetings with my line manager and the editor of the magazine.

## SKILLS

HTML5

CSS3

Java

JavaScript

jQuery

OOP

MVC

PHP

Swift 3

MySQL

## HIGHLIGHTS

**Developed venue booking web application** for my current employee's events department during my final year's project.

**Group leader** of 5, during level 5 Group Project module at university. Led to successfully completing the requirements on time and achieved **65%**.

**Class rep** at Southgate and Barnet College while studying Access to HE Diploma.

## EDUCATION

**Computer Science BSc**, University of Westminster, London

**BTEC Level 2 Diploma in Business Administration (QCF)** – HIT training London

**Access to HE Diploma - Computing**, Barnet and Southgate College, London