

# DESLAVA MANGAROVA

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**A dynamic honest and motivated individual who takes every opportunity as a learning experience and a new challenge to absorb and excel. Highly organised and disciplined with excellent communication seeking to hone key skills and develop as a finance professional.**

## EDUCATION:

**University of Surrey, Guildford**

**MSc Fintech and Policy**

Predicted Grade: Distinction

Sept 2022 – Current

### Modules Studied:

Data Analytics (MySQL Workbench, SPSS Modeler, RStudio); Fintech (Cryptocurrency and Blockchain); Ethics of Artificial Intelligence.

### Skills Gained:

- Instilled practical abilities and expertise in employing analytical, persuasive, legal, and ethical policy tools, arguments, and evidence, as well as an awareness of the theoretical underpinnings of FinTech, Policy, Law, and Ethics.
- Acquired knowledge that supports the development of practical hands-on experience applying the theoretical aspects using real-world case studies, tools, and project work to address corporate, social, legal, and ethical challenges and find solutions to actual problems related to FinTech and its wider social consequences.
- Developed critical and analytical powers so that I could effectively plan and execute individual research/design/development projects.

## BSc Accounting and Finance

Sept 2019 – July 2022

Achieved Grade 2:1

### Modules Studied:

Financial Accounting, Business Economics, Management Accounting, Auditing, Business Skills, Business Finance and Project Management

### Skills Gained:

- Quantitative and qualitative courses in 1st Year.
- Completed necessary audits and quarterly reviews in Financial Accounting.
- Thorough analysis of complex information and putting it into practice.
- Strengthened presentation skills whilst delivering to senior academics.
- Effective teamwork skills were developed through group projects.
- Proficient with Microsoft Office – Excel, Project, PowerPoint.
- Further improved my time management skills by balancing work-study lifestyle.
- Completed Bloomberg Market Concept ‘BMC’ Certificate and ‘Investment Banking’ course with Bright Network.
- Completed – University of Surrey Employability Award and Employability Plus (sponsored by Enterprise)
- Completed Global Graduate Award – Spanish Stage 3

**Samuel Ward Academy, Haverhill**

Sept 2017 – June 2019

Achieved 4 A-B A-Levels (Core Maths, Business, ICT and Photography)

**St Georges RC School, Maida Vale**

Sept 2011 – July 2017

Achieved 8 GCSEs A-C (including Maths, English, Science and Spanish (Level 1 and 2))

## EXPERIENCE:

**Boutique Coffee Specialist, Nespresso, Guildford, Surrey**

April 2022 – Current

- Achieved high results with coffee plans, personal and common sales, and service level targets.
- Customer and service-orientated skills with networking and building rapport with clients through meet and greet.
- Advised both prospects and Club members on Nespresso Products and Services.

**Brand Representative Hugo Boss, Guildford, Surrey**

Nov 2019 – June 2021

- Thrived in a high-pressure environment through excellent communication with diverse customers.
- Networking and building rapport with clients.
- Consistently exceeding sales targets with Key Performance Indicators (KPIs) whilst obtaining top sales on 15+ online orders for January and December 2020.
- Perform cash-up procedures of debit and credit cards, cash, and cheques.
- Working with analytics whilst evaluating reports on sales targets.
- Analysing sales targets to create benchmarks for colleagues.

**Brand Representative Hollister, Cambridge**

Oct 2016 – Nov 2018

- Delivered excellent customer service on the shop floor and external calls.
- Won employee of the month, total of 5 times during my tenure at the branch.

**Accountant Intern Fiscale, Haverhill, Suffolk**

May 2018 – Jun 2018

- Processed and prepared all month end journal to deliver month end reporting by using ‘XERO’ system.
- Researched organisations using SWOT analysis to identify new opportunities.
- Contributed ideas within a GDPR meeting and attended conferences.
- Provided business mentoring, consulting, and training to assist clients in determining business strategy and achieving profitability goals.
- Maintained administrative support whilst being proficient with Microsoft Office.

**Receptionist Army and Navy Club, London**

Feb 2015 – Mar 2015

- Front of office administration including using multi-line telephone system.
- Customer intelligence management including preparing travel plans and itinerary, transportation, and overnight accommodations for client guests.

## ACHIEVEMENTS:

- Jack Petchey Award – Business
- Duke of Edinburgh
- NCS (National Citizen Service)
- Headteachers Award
- Prefect – Attended formal meetings with academic staff and set a role model to everyone else.
- School Council – Regularly met and guided students to identify issues of concerns.
- Bulgarian Folk Dance ‘Aether’ – University of Surrey.
- Fluent Bulgarian and English with Intermediate Spanish

## REFERENCE

Dr Vasilios Katsoulis – MBA, PhD

Personal Tutor

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