ILIA VATAFOV

WEB DEVELOPER

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MY PORTFOLIO

https://welovebooks.online/
Custom-built, responsive React application

https://github.com/iliavatafov
Showcasing a comprehensive portfolio of completed coding exercises on my GitHub profile

EDUCATION

SoftUni
JS Web Development

D. A. Tsenov Academy of Economics
Master's degree in Finance and Financial Management

Bachelor's degree in Economics of the industry

MY HARD SKILLS

JavaScript

HTML

CSS

React / Redux

Express.js

Mongoose

Trainings

Agile and Scrum

MY SOFT SKILLS

Team Work

Communication

Loyalty

Integrity

LINKS TO CERTIFICATES

JS Basics	**JS Fundamentals**
SoftUni	SoftUni
JS Advanced	**JS Applications**
SoftUni	SoftUni
ReactJS	**HTML & CSS**
SoftUni	SoftUni
Js Back-End	**React - The Complete Guide**
SoftUni	Udemy

ABOUT ME

Highly motivated Web Developer with a passion for detail. Completed software training at Software University with outstanding results and proficiency in ReactJS, Express, Mongoose, JavaScript, HTML, and CSS. One year of experience in an Agile E2E team, familiar with Agile methodologies, Jira, and UAT testing. Experienced in training, coaching, customer engagement, and relationship management. Seeking a Web Developer role to utilize my skills and experience to drive innovation and further my professional growth.

English

MY DEVELOPMENT EXPERIENCE

2021 - Present

Software University - JS Web Developer Training Path

- **ReactJS** - JSX, Components, State and Lifecycle, Virtual DOM, Controlled/Uncontrolled Forms, Conditional Rendering, Routing, Hooks, Authentication and Context API

- **JavaScrip Back-End** - Node.js, Express.js, NoSQL and MongoDB, Mongoose, Session and Authentication, Validation and Error Handling

- **JavaScript** - Data Types and Variables, Arrays, Associative Arrays, Functions, Objects and Composition, Classes, Text Processing, Regular Expressions, DOM Manipulations and Events, Unit Testing and Error Handling, Prototypes and Inheritance, HTTP and REST Services, Asynchronous Programming, Remote Data and Authentication, SPA, Client Side Rendering, Routing and Modular Applications

- **HTML & CSS** - HTML Structure, Typography, CSS Box Model, Position, Grid, Flexbox and Media Queries

MY WORK EXPERIENCE

2022 - 2023

Private Individuals Management Expert at UniCredit Bulbank

- Conduction of different kind of trainings
- Coaching of employees
- Communicates to the sales force the most effective and successful sales methods
- Participates in the monitoring of the results of individual segment, analyzes and proposes corrective actions on processes and product parameters in order to improve the sales process and increase the market share

2021 - 2022

Customer Experience Expert (Omnichannel E2E Room) at UniCredit Bulbank

- Organizing, conducting and documenting a UAT using Zephyr in Jira
- Organize and conduct surveys and in-depth interviews with customers and employees with aim to improve user experience and the product
- Conducting market research in order to gather information about competitors' products in order to take them into account when creating the new product
- Leading some of the SCRUM rituals in the absence of the team's SCRUM master (daily SCRUM, sprint planning, etc.)
- Assisting the Product Owner in documenting the stories in Jira and relate them with Confluence

2019 - 2020

Customer Experience, Coaching and Support Expert at UniCredit Bulbank

- Creation and conduction of all internal trainings related to individual clients
- Coaching of employees
- Development of a CX management program
- Conducting meetings with branches teams performing poorly on NPS to identify problem areas and providing advices for improvement

2017 - 2018

Relationship Manager Business Clients at UniCredit Bulbank

- Responsible for the Bank's relationships with a portfolio of SMEs
- Offers different bank products and services as solutions for the clients needs, based on portfolio analysis
- Prepares credit proposals on the basis of primary corporate and business analysis

2014 - 2016

Customer Advisor

- Works with individual clients with the main goal to present them with the best customer satisfaction
- Supplies the full range of bank products and services for individuals