Ilia Vatafov

Front End Developer

📞 +359-882-037-375 @ iliyavatafov@gmail.com
🔗 https://www.linkedin.com/in/ilia-vatafov-517ba3163/
🔗 https://github.com/iliavatafov 📍 Sofia, Bulgaria

SUMMARY

Experienced Web Developer specializing in insurance software products for RMS, a subsidiary of Moody's. Proficient in JavaScript and frameworks like Vue/Nuxt and React, excelling in UI design with Tailwind CSS and complex table data management using Ag-Grid. Skilled in bug resolution, testing, and Agile methodologies. Backed by 9 years in the banking sector, eager to drive innovation in web development projects.

EXPERIENCE

Junior Front-End Developer

Haemimont AD

📅 07/2023 - Present 📍 Sofia, Bulgaria

Frontend Developer specializing in the development of insurance software products.

- Development of new frontend components to enhance user experience and product functionality.
- Resolution of bugs and issues to ensure smooth operation and reliability of the software.
- Creation and implementation of comprehensive testing strategies using appropriate testing libraries.
- Over six months, resolved over 200 Jira tickets, including the successful implementation of multiple new features tested and deployed to production, as well as addressing numerous critical and blocker bugs, ensuring the stability and reliability of the software platform.

Customer Experience Expert (PO Support)

UniCredit Bulbank

📅 01/2022 - 01/2023 📍 Sofia, Bulgaria

Product Owner support function. Skilled in React development, market research, SCRUM, and user experience optimization.

- Developed small components using React to enhance the project's user interface and functionality.
- Wrote unit tests for the React components using Jest, ensuring the reliability and stability of the frontend.
- Identified and resolved bugs in the React components, maintaining product quality and performance.
- Conducted thorough market research to analyse competitors products, informing pricing decisions and product design strategies to align with market trends and consumer preferences.
- Organized, conducted, and documented User Acceptance Testing (UAT), ensuring the stable release of the new platform by validating its functionality and performance against user expectations and requirements.

Customer Experience, Coaching and Support Expert

UniCredit Bulbank

📅 01/2019 - 12/2021 📍 Sofia, Bulgaria

Responsible for designing and implementing tailored training programs, coaching employees, and devising CX management strategies to drive improvement and enhance customer satisfaction.

- Over the course of three years, conducted comprehensive internal trainings, including induction sessions, CX workshops, mortgage lending seminars, portfolio management courses, and more, training over 800 employees.
- Enhanced new employee productivity by 30% by implementing a comprehensive coaching program.
- Developed a CX management program, resulting in a 20% increase in the Net Promoter Score (NPS) of the branch network.
- Implemented a charitable marketing campaign wherein the bank contributed 0.10 BGN with each mobile wallet transaction, resulting in a cumulative donation exceeding 13,000 BGN to the Bulgarian Christmas charity campaign.

SKILLS

React   Redux Toolkit   Vue   Vuex

Nuxt   Vue Test Utils   JavaScript

HTML/CSS   Tailwind CSS   Jest

Lodash   AG Grid

STRENGTHS

⭐ **Problem Solving**
Stepping in during resource constraints, I organized and conducted crucial research with analyses, gaining valuable insights to shape the developed product.

⚡ **Adaptability**
Successfully integrated into multiple teams, including cross-functional setups, demonstrating fast adaptability and seamless collaboration.

🚩 **Fast Learning**
Throughout my 10 years of experience, I've shown a keen aptitude for rapid learning. I swiftly gained proficiency in client management, portfolio management, employee training and coaching, as well as the development of marketing campaigns. Moreover, I successfully mastered web development within a year and a half.

ACHIEVEMENTS

💙 **International Women's Club**
Supporting one of the largest charity events in Bulgaria by providing over 70 free POS terminals, cash collection, and cashier services to boost donations. This ongoing partnership with the International Women's Club and UniCredit persists annually, including the present.

💙 **Bulgarian Christmas**
Designed a campaign where the bank donates 0.10 BGN with each payment made by clients via mobile wallet, resulting in over 13,000 BGN donated to the Bulgarian Christmas.

👥 **Employee retention program**
Developed a retention program showcasing exemplary employees stories to inspire others and reward them with gifts.

📈 **The Highest volume of consumer loans**
Achieved the highest volume of consumer loans in 2016 and highest number of approved consumer loans in 2015 for the entire bank.

EXPERIENCE

Small Business Relationship Manager
UniCredit Bulbank

📅 01/2017 - 12/2018   📍 Sofia, Bulgaria

Responsible for the Bank's relationships with a portfolio of 400 SMEs.
- Consults about structure of financing and best financial solutions for SMEs.
- Prepares credit proposals on the basis of primary corporate and business analysis.

Customer Advisor
UniCredit Bulbank

📅 04/2014 - 12/2016   📍 Sofia, Bulgaria

Customer-centric Bank Representative offering comprehensive banking solutions, and actively attracting and retaining clients.
- The highest volume of consumer loans in UniCredit for 2016.
- The highest number of consumer loan transactions in UniCredit for 2015.

EDUCATION

Diploma of Web Developer
Software University

📅 09/2021 - 04/2023   📍 Sofia, Bulgaria

Master of Financial Management
D. A. Tsenov Academy of Economics

📅 2015 - 2016   📍 Svishtov, Bulgaria

Bachelor of Economics of the industry
D. A. Tsenov Academy of Economics

📅 2009 - 2012   📍 Svishtov, Bulgaria

High School Diploma
Intelekt High school of Finances and Economics

📅 2004 - 2009   📍 Pleven, Bulgaria

TRAINING / COURSES

React - The Complete Guide (incl Hooks, React Router, Redux)

Udemy - Certificate link

Nuxt.js 2 - Vue.js on Steroids

Udemy - Certificate link

Vue - The Complete Guide (incl. Router & Composition API)

Udemy - Certificate link

JavaScript Algorithms and Data Structures Masterclass

Udemy - Certificate link

TypeScript

Software University - Certificate link

HTML & CSS

Software University - Certificate link

Tailwind CSS From Scratch

Udemy - Certificate link

Agile Advanced with Scrum

Software University - Certificate link

Agile Essentials with Scrum

Software University - Certificate link

Train the e-trainer

Ninety Nine - Certificate link

Train the trainers

In Your Hands