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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	<div><div></div></div>
HTML	<div><div></div></div>
CSS	<div><div></div></div>
React / Redux	<div><div></div></div>
Express.js	<div><div></div></div>
Mongoose	<div><div></div></div>
Trainings	<div><div></div></div>
Agile and Scrum	<div><div></div></div>

## MY SOFT SKILLS

Team Work	<div><div></div></div>
Communication	<div><div></div></div>
Loyalty	<div><div></div></div>
Integrity	<div><div></div></div>

## LINKS TO CERTIFICATES

<b>JS Basics</b> SoftUni	<b>JS Fundamentals</b> SoftUni
<b>JS Advanced</b> SoftUni	<b>JS Applications</b> SoftUni
<b>ReactJS</b> SoftUni	<b>HTML &amp; CSS</b> SoftUni
<b>Js Back-End</b> SoftUni	<b>Agile Essentials with Scrum</b> SoftUni



# ILIA VATAFOV

## WEB DEVELOPER

## 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
- JavaScript 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