

# Yordan Donkov

Transforming teams through front-line excellence and strategic innovation

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## About

Transformational leader with 5 years experience in converting struggling teams into top performers. Master's International Politics (Aberystwyth), Bachelor's International Relations (Sofia). Key strengths: front-line leadership, systematic innovation, and developing people. Achieved 98% team performance (vs 94% site), 60% process automation, "exceptional" ratings. Leading by example and striving for continuous growth. Seeking to apply proven methodology to new challenges while developing next-generation leaders.

## Experience

### **Emergent Team Leader / Customer Care Representative (Agent I) | Hewlett Packard Enterprise**

May 2021 - now

- ❖ Proactively filled leadership vacuum, transforming team performance, and earning management endorsement - recognized as "Exceptional" performer for leadership and coaching excellence.
- ❖ **Team Transformation & Performance Excellence:** Inherited a team with conflicts, passive oversight, and zero accountability. Implemented front-line leadership through daily coaching, mediation, and "we succeed together" philosophy. Eliminated 100% conflicts, increased productivity 15%, trained 3 new hires (6-week program: 100% certification vs 60% average). Achieved 98% performance vs 94% site average; personal: 100% SLA, 90 %+ CSAT. Built a self-sufficient team handling 90% of escalations independently.
- ❖ **Learning Architecture & Continuous Development:** Created 50+ training resources, transforming failures into 100% UAT success. Transformed complex concepts into 3-5 step procedures. Released 2-3 resources weekly. Reduced repetitive questions by 75%, cut project ramp-up from months to 1-2 weeks. Training drove the team's 98% performance while addressing HPE's development concerns through mentorship.
- ❖ **Process Revolution & Leadership Model:** Transformed 70% manual work to automated workflows via SFDC, freeing 5+ hours/person weekly. Shifted to a new model through weekly empowerment sessions. Developed role flexibility, improving satisfaction from 2.5 to 4.5/5. The model generates site-wide interest. Recognized as essential to team success, for creating an inclusive atmosphere and exceptional coaching.

### **Customer Care Representative (Agent I) | Hewlett-Packard Enterprise**

August 2018 - August 2019

- ❖ First newcomer in the team's history to receive a performance review, achieving 95 %+ CSAT and 100% SLA compliance across the Asia Pacific project. Mentored 2 new hires to 30% faster productivity while maintaining 80+ cases daily. Performance led to immediate selection for the critical EMEA team.

### **Intern | Ministry of Foreign Affairs of Bulgaria**

August 2017

- ❖ Managed Spain/Portugal diplomatic correspondence, streamlining Eventis system processes, and earning official commendation. Supported Bulgaria's Second International Oceans Meeting 2017 with error-free ministerial materials.

## **Election Commission Member** | Consulate of Bulgaria in Frankfurt am Main

November 2016

- ❖ Selected by Directorate leadership based on exceptional prior performance.
- ❖ Ensured electoral integrity for Bulgarian citizens in Germany, managing provocations diplomatically while maintaining 100% accuracy. Earned official commendations for operational excellence.

## **Intern - European Diplomatic Affairs** | Ministry of Foreign Affairs of Bulgaria

August - September 2016

- ❖ Advanced from basic documentation to operational efficiency improvements, earning unprecedented diplomatic reception invitations. Leveraged Spanish fluency to streamline correspondence by 40% with zero errors, leading to the Frankfurt appointment in November 2016.

## **Education**

- ❖ Masters in international politics, Aberystwyth University, UK | 2020
- ❖ Bachelor's in international relations, Sofia University, Bulgaria | 2018
  - Chairman, International Relations Commission (2014-2015): Organized a 6-ambassador diplomatic lecture series.
  - Advanced from regular student to Chairman of the International Relations Commission of the Student Council, Deputy Chairman of the Law Faculty Student Council, and non-voting member of the Law Faculty Council .

## **Skills**

### **Leadership Skills**

- Strategic Leadership & Team Transformation
- Coaching & Mentoring for Peak Performance
- Cross-Cultural Team Collaboration
- Delegation & Resource Allocation
- Change Management & Innovation
- Performance Development & Feedback
- Managing Up & Stakeholder Engagement
- Employee Advocacy & Morale Building
- Talent Visibility & Development
- Conflict Resolution & Team Dynamics
- Continuous Learning Culture Development

### **Technical Skills**

- Lean Six Sigma Black Belt
- Certified AI Agent Developer
- Project Management (Google & IBM Certified)
- Data Analytics & Visualization (Python, R, SQL)
- AI & Automation (Prompt Engineering, Multi-Agent Systems)
- SFDC Process Automation
- Gen AI Tools (Perplexity AI, Claude, ChatGPT, OpenAI, Gemini, Google AI Infrastructure)
- Machine Learning Applications
- Business Intelligence & Data-Driven Decision Making
- Cybersecurity Fundamentals
- Agile Methodologies
- E-Learning & Instructional Design