



Orlin Ivanov

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Birth date: December, 1994

Key Skills: Dedicated Sales / Account Executive passionate about driving revenue growth and exceeding targets. Developing strategies to negotiate and close deals. Managing the full sales cycle from lead qualification to deal closure. Becoming a trusted advisor to clients by understanding their business goals. Tracking opportunities in the sales funnel and forecasting accurately. Conducting in-depth discovery calls to identify client pain points. Presentation and Demo Skills. Managing customer relationships with empathy. I juggled multiple projects and delivered results, and I'm all set to contribute dynamic leadership and drive transformative outcomes for your organization.

Languages: German (Full professional proficiency), English (Full professional proficiency), Bulgarian (Native), Russian (Native), and Spanish (Conversational proficiency).

I worked mainly for the DACH region (DE, AT, and CH) and EMEA (Eastern and Western Europe), but I also have experience in the Canadian, USA, Russian, and Ukrainian markets.

Professional experience:

10/2024 - Present

Sales Specialist - Inside Sales/Outbound Sales - Worknomads AD (Bulgaria - Remote)

- Sales specialist mass/mid-market
- Full sales cycle
- Closed 25 Deals in 1,5 month
- Over 30K EUR in Revenue

05/2024 - 10/2024

Customer service representative - Medtronic - Foundever LTD

(Bulgaria, Remote)

- Taking incoming calls from customers
- Placing and tracking orders for medical supplies
- Resolving queries promptly
- Mentoring new agents

05/2022 - 04/2024

**Business development specialist Account Executive – (Google-Shopify) - Accenture
(Bulgaria, Remote)**

Google Pay - Business Development / Account Executive (05/2022-07/2023)

- Managing pipeline of over 300 Strategic accounts in EMEA and UAE
- Closing 40 Partners with the potential of a further 90 Partners to join soon
- Negotiation, product demo, and cross-selling
- Over 500.000 successful transactions in the first year
- Developing strategies and choosing tools for implementation after the pilot phase

Shopify Plus SDR (09/2023-04/2024)

- Outreach following mid-market pipeline
- Developing strategies for outreach for the DACH market
- Driving new opportunities for AE
- 20 opportunities created

03/2018 - 02/2022

**CS Agent -> Account Manager -> Lead Brand Manager - Entain LTD
(Vienna Austria, Remote Bulgaria)**

CS agent - Trainer

- Contact center support by email, phone, and chat with Russian, English, Bulgarian, and German
- Shadowing of new agents on the floor - Tools and live case management
- Dispute resolution in internal escalations
- Mentoring of new agents

After 2 Years in the role and successfully training new agents on the job, I was promoted to Account Manager I have developed further into Lead Brand Manager after driving successful strategies to grow my pipeline of over 200 key accounts.

Account Manager - Lead Brand Manager

- Management of 200 key accounts, spread out in DACH, Canada, Ukraine, Russia, New Zealand Australia, and ROW
- Growing pipeline from 80k EUR to an average of 360k EUR
- Strategies build up for long-term goals of agents for all responsible regions, pipeline management, and distribution, KPI Team management
- Training of new AM on Tools introduction and Sales training on the job
- People management
- KPI's and pipeline distribution
- Commercial strategic initiatives for the long-term drive of customer retention
- Interpretation during partner negotiations and Translating assistance

02.2019-03.2022

Assistant to the CEO and People Lead - Digital Revolution LTD

(Plovdiv & Remote, Bulgaria)

- Interpreting/translation,
- Roadmap development and execution of projects
- Market research
- Recruitment process set up
- People management
- Training recruiters, reviewing KPI, and developing strategies for further grow

05/2014 - 06/2022

Interpreter, Business consulting and Sales - Freelancing (Vienna & Remote, Austria)

- Sale of Electronic components, and hardware B2B for Avtomir 2002 LTD
- Leofinance LTD (02 - 06. 2022) consulting on the development phase of the firm, roadmaps build-up, market research, interpreting, negotiation, and relationship build-up with insurance companies and credit companies. Recruitment of workforce on behalf of CEO and people management
- Interpreting at hospitals, police stations, banks, town halls, public employment services, and rental agencies (Russian-Bulgarian-English-German)
- Pactato Bio Strategy build-up for Bulgarian and DACH Markets, commission-based short-term sales (250 K EUR Closed)
- O2 - Aldi Talk - Customer service representative

09/2014 - 04/2018

Treevent GmbH · Waiter/Bartender Lead

Austria, Vienna

- Waiter-Bartender at catering events
- Logistics worker responsible for the placement of all catering required tools before and gathering after the event
- Team leader (buddy) - managing people at events, spreading out tasks, checking team availability, and ensuring flawless event preparation and work during F&B, galas, weddings, conferences, etc.

05/2010 - 08/2018

Sales assistant/Logistics management - Avtomir 2002 LTD

Bulgaria, Plovdiv & Remote

- Account management of existing customers and Acquisition of new customers and partners
- Shipment preparations within the country and internationally
- Inventory management

Education:

2013 - 2016 TU Wien - Electrical Engineering and IT Management.

Austria, Vienna

In 4th course, I decided to finish my studies for personal reason

2008 - 2012 EG Ivan Vazov - with Spanish (linguistic).

Bulgaria, Plovdiv

Skills: Microsoft Office, MAC OS, Tableau, Salesforce, etc. Cashflow planning & management. Prospecting, Problem-Solving, People Management, Soft skills, Customer Retention, Interpreting / Translation, Basic understanding of EU laws, and ability to navigate through them for business needs. Analytical thinking, Planning, KPI management, Pipeline distribution and prioritization