**Lyuboslav Dimitrov Brankov**

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**Objective**

A Result driven QA & Support analyst with over 2 years of proven experience in quality assurance, and software testing. Known for identifying, investigating and reporting critical issues, such as reducing defect rates by 30% and improving testing protocols, to enhance product quality and improving user journey and experience. At the same time, enhancing front end development skills, including React, to deliver high quality software solutions. Eager to leverage analytical expertise and technical proficiency to drive business success.

**Summary**

Proficient in tools such as JIRA, Swagger, and Google Manager, with a strong understanding of both front-end and back-end development processes. Highly organized, detail-oriented, and committed to delivering quality results.

**Education**

**Bachelor of Computing (Honors)**

Solent University, Southampton, UK | 09/2019 – 07/2022

**Relevant Coursework**: Software Testing, Web Development, Database Management

**BTEC Level 3 Extended Diploma in ICT**

HSDC, Waterlooville | 09/2017 – 07/2019

**Relevant Modules:** Web Development, Software development, Hardware knowledge

**BTEC Level 2 Diploma in ICT**

HSDC, | 09/2016 – 07/2017

**BTEC Level 1 Diploma in ICT**

HSDC, Waterlooville | 09/2015 – 07/2016

**Work experience**

***QA & Support Analyst***

Net Natives, Remote | May 2022 – Present

* **Defining the problem:** Identifying recurring technical issues with client facing web application leading to user dissatisfaction and increased number of support tickets.
* **Analyzing the problem:** Conducting a root cause analysis through manual and automation data analysis, user feedback and pinpointing gaps in the testing process.
* **Developing a solution:** Collaborating with the team of developers to redesign the testing framework, integrating automated testing procedures.
* **Implementation:** Led the deployment of new testing protocols, ensuring smooth releases without errors or faults, resulting in improved overall testing efficiency.
* **Outcome**: Achieved a 30% reduction in support tickets and increased client satisfaction ratings by 25% within seven months.

**Customer Service Representative**

Specsavers, Whitely Business Park| April 2018 – December 2018

* **Define the Problem**: Handled customer inquiries and complaints regarding technical issues with their client facing side of the Specsavers web product.
* **Analyze the Problem**: Keeping record of feedback from customers to identify common issues and areas for improvement.
* **Develop Solutions**: Worked with team members to develop solutions to frequently reported problems, enhancing service efficiency.
* **Implementation**: Provided exceptional customer service, resolving inquiries promptly and effectively, leading to increased customer satisfaction.
* **Outcome**: Contributed to a 20% improvement in customer feedback ratings during my tenure.

**Skills**

**Technical skills**

* **Testing Expertise**: Skilled in REST API Testing, Automation Testing, and manual testing techniques, ensuring high-quality software delivery.
* **Quality Assurance Tools**: Proficient in JIRA, Swagger, and Selenium for tracking bugs and managing testing processes.
* **Programming Languages**: Familiar with JavaScript, HTML, and CSS; currently learning React to enhance front-end development skills.
* **Database management**: Basic understanding of database management for database querying and management.
* **Data Analysis:** Advanced skills in Microsoft Excel, including data visualization, pivot tables, formulas, and complex data analysis techniques.
* **Agile methodology**: Experience working in Agile environments, participating in daily stand-ups, sprint planning, and retrospectives**.**
* **Operating systems:** Proficient in Windows, macOS, and Linux environments.
* **Network knowledge:** Good understanding of basic network principles and troubleshooting techniques.
* **Web Development**: Basic knowledge of front-end development frameworks and tools, enhancing collaboration with developers.
* **Version Control:** Familiarity with Git version control and collaborative software development.
* **Proficiency in SQL:** Experience in writing queries, data manipulation, and database management.

**Soft skills**

* **Detail-Oriented**: Known for meticulous attention to detail in both quality assurance processes and personal projects and hobbies, such as analyzing data during paranormal investigations to identify patterns and anomalies.
* **Analytical skills**: A Strong analytical mindset applied in problem-solving scenarios at work, enhancing product quality and improving testing efficiencies, as well as in personal research during paranormal hunts to evaluate evidence critically.
* **Team Collaboration**: Excellent team collaboration and problem-solving abilities, fostering a cooperative environment to drive project success.
* **Effective Communication**: Able to convey technical information clearly and concisely to both technical and non-technical stakeholders, ensuring mutual understanding and collaboration.

**Languages**

* English **(C1)**
* Bulgarian **(Native)**

**Additional sections**

**Hobbies:** Photography, Drawing, Building PCs, Cycling, learning to play guitar, reading, paranormal hunting.

**Professional Development and Certifications**

Certificate in Testing for Web Accessibility with Accessibility Insights

Coursera

**Completed**: August 17, 2023

<https://www.coursera.org/account/accomplishments/verify/FWVXCQJJM35Y?utm_source=ln&utm_medium=certificate&utm_content=cert_image&utm_campaign=sharing_cta&utm_product=project>

ISTQB Foundation Level Certificate

Udemy

Completed: October 1st, 2024

<https://udemy-certificate.s3.amazonaws.com/pdf/UC-06c7cb6f-d5f1-4cfa-ac06-5c4e98e4e3e5.pdf>

**References**

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