

# Mario Ushev



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## CERTIFICATES

**HTML & CSS**  
SOFTWARE UNIVERSITY  
**JAVASCRIPT**  
SOFTWARE UNIVERSITY  
**UI DESIGN**  
SOFTUNI CREATIVE

## SKILLS

Programming  
HTML & CSS  
Javascript  
Figma  
Microsoft Office / Microsoft Excel  
Power Automate  
Git  
Jira  
Framer

## EDUCATION

**INTERNATIONAL ECONOMIC RELATIONS**  
UNWE | 09/2016 – 05/2020

## EXPERIENCE

**SERVICE DATA ANALYST**  
LDC - LOUIS DREYFUS COMPANY  
01/2023 – PRESENT | Sofia, Bulgaria

- WORKFLOW MASTER DATA
- IDENTIFY AREAS FOR IMPROVEMENT IN THE DATA FUNCTION
- PROVIDE INPUT FOR PROBLEM RESOLUTION
- WORK CLOSELY WITH THE GROUP LEADER OF PROCESSES AND SYSTEMS
- ENSURE CONTINUOUS IMPROVEMENT
- FULFILL DAILY ACTIVITIES WITHIN AGREED-UPON TIMELINES
- ENSURE TABLES ALIGN WITH BUSINESS REQUIREMENTS
- ENSURE REPORTS MEET GLOBAL REPORTING STANDARDS
- SUPPORT PROJECTS / FINANCE GOVERNANCE:
- ASSIST IN ERP DEPLOYMENTS (ADVICE, TRAINING, PROCESS IMPLEMENTATION)
- DEVELOP AND IMPROVE CENTRAL DATA TEMPLATES

**CUSTOMER EXPERIENCE ASSOCIATE WITH ENGLISH**  
CRYPTO.COM  
01/2022 – 06/2022 | Sofia, Bulgaria

- PREPARE FOR CUSTOMER INQUIRIES BY STUDYING PRODUCTS, SERVICES, AND CUSTOMER SERVICE PROCESSES.
- RESPOND TO CUSTOMER INQUIRIES BY UNDERSTANDING AND REVIEWING PREVIOUS INTERACTIONS, GATHERING INFORMATION, AND FORWARDING IT TO RELEVANT TEAMS.
- IMPROVE SERVICE QUALITY BY RECOMMENDING PROCESS ENHANCEMENTS AND IDENTIFYING NEW PRODUCT/SERVICE APPLICATIONS.
- UPDATE JOB KNOWLEDGE THROUGH EDUCATIONAL OPPORTUNITIES.
- ACCOMPLISH CUSTOMER SERVICE AND ORGANIZATIONAL GOALS BY COMPLETING RELATED TASKS AS NEEDED.
- ENSURE TIMELY RESOLUTION OF CUSTOMER ISSUES.
- DEVELOP AND MAINTAIN CUSTOMER RELATIONSHIPS

**SOFTWARE ANALYST**  
C3I SOLUTIONS  
10/2020 – 01/2022 | Sofia, Bulgaria

- DOCUMENT CLIENT INTERACTIONS AND DECISIONS WITH SUPPORTING REASONS.
- IDENTIFY AND RESOLVE CLIENT ISSUES.
- PRODUCE DATABASE QUERIES AND CREATE REPORTS.
- TROUBLESHOOT SOFTWARE APPLICATIONS AND DOCUMENT TECHNICAL RESOLUTIONS.
- PROVIDE POST-IMPLEMENTATION SUPPORT.
- REVIEW USER DOCUMENTATION FOR ASSIGNED PROJECTS.
- PROVIDE REGULAR PROGRESS REPORTS AND UPDATES.
- COMPLY WITH DEPARTMENT AND SOFTWARE DEVELOPMENT METHODOLOGIES.