

# Mario Ushev



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## CERTIFICATES

### HTML & CSS

SOFTWARE UNIVERSITY

### JAVASCRIPT

SOFTWARE UNIVERSITY

### UI DESIGN

SOFTUNI CREATIVE

## SKILLS

### Programming

HTML & CSS

Javascript

Figma

Photoshop

Microsoft Office / Microsoft Excel

Git

## 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.