

Professional Experience

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 inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information to other teams; verifying customer's understanding of information and answer.
- Improve quality service by recommending improved processes; identifying new product and service applications.
- Updates job knowledge by participating in educational opportunities.
- Accomplishes customer service and organization mission by completing related results as needed.
- Ensuring customer issues are resolved in a timely manner.
- Developing and maintaining customer relationships.

Software Analyst

C3i Solutions

10/2020 – 01/2022 | Sofia, Bulgaria

- Responsible for documenting each interaction with our clients.
- Document decisions and the supporting reasons for the made actions
- Identify and solve client issues.
- Responsible for producing Database queries and creating reports.
- Responsible for troubleshooting software applications and document technical resolutions for tough technical problems and data issues.
- Provide post-implementation support
- Responsible for the review of user documentation for assigned projects
- Provide regular progress reports and updates on tasks
- Comply with department methodologies and software development methodologies.

Education

International Economic Relations

University of National and World Economy

09/2016 – 05/2020

Mario Ushev



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Digital Skills

- HTML5/CSS
- Javascript
- Microsoft Office / Microsoft Excel
- MySQL / SQL
- Oracle Clinical
- Power BI

Languages

- Bulgarian
- English