**Mihaela Plamenova**

London, UK

Phone: *07513154830* | Email: *mihaelaplam@gmail.com*

[LinkedIn](https://www.linkedin.com/in/mihaelapl/) | [GitHub](https://github.com/mihaelaplam) | [Portfolio](https://mihaelaplam.github.io/Bootstrap-Portfolio/)

**Summary**

*Cultivated a passion for web development through edX’s Frontend Development boot camp, honing skills in HTML, CSS, and JavaScript. Actively engaged with coding communities on GitHub and Stack Overflow, leveraging resources to enhance expertise. Developed a robust portfolio through personal projects, demonstrating hands-on proficiency. Embraced challenges as growth opportunities, dedicated to continuous learning and progressing steadily toward becoming a proficient web developer*

**Technical Skills**

HTML, CSS, JS, Bootstrap

**Projects**

**Personal Portfolio** | [**Link to GitHub**](https://github.com/mihaelaplam/Bootstrap-Portfolio) **|** [**Link to Deployed Project**](https://mihaelaplam.github.io/Bootstrap-Portfolio/)

* *Created an online portfolio website to showcase personal projects, skills, and professional experience.*
* *Designed and implemented the entire website layout, integrated interactive elements, and ensured cross-browser compatibility.*
* *HTML, CSS, JavaScript, Bootstrap, GitHub Pages for hosting.*

**Experience**

**Content Writer** June 2023 – September 2023

**Bard, Google**Remote, UK

*Researched and comprehended the target audience and their specific needs, collaborating effectively with stakeholders to delineate the Chabot’s goals and objectives. Formulated a comprehensive content strategy tailored to the Chabot’s purpose and user requirements. Developed articulate conversational scripts and dialogues for the Chabot’s interactions, ensuring engaging and informative content for user responses. Maintained up-to-date knowledge on legal and ethical considerations in AI chatbot content creation.*

* *Enhanced user engagement by 30% through optimized content strategies and implementing user feedback, resulting in a 20% reduction in user query resolution time.*

**Executive Assistant** October 2020 – June 2023

**SBee Management** Remote, UK

*Served as an Executive Assistant to three Managing Directors at CIONET from October 2021 to June 2023, delivering high-level secretarial and administrative support. Implemented an efficient workflow process resulting in a significant boost in client engagement. Developed and implemented a system ensuring timely responses to client bids within 30 minutes, enhancing client satisfaction. Successfully identified and collaborated with B2B marketing suppliers, negotiating favorable prices within budget constraints. Managed CRM databases, overseeing troubleshooting, maintenance, updates, and report generation.*

* *Streamlining operations, leading to a 25% increase in client satisfaction, and creating impactful client presentations, media packs, and brochures, contributing to a 15% growth in business partnerships.*

**Executive Assistant** October 2020 – June 2023

**Arab Investments** Mayfair, London

*Implemented a highly efficient calendar system, enhancing team productivity by 40% through optimized scheduling. Elevated administrative proficiency, managing incoming calls and emails with a 95% response rate and impeccable deadline adherence. Demonstrated exceptional teamwork and flexibility, providing assistance to colleagues as needed, earning praise from the manager. Developed strong communication skills, leading to a 25% increase in confidence for public speaking engagements after regular interactions with stakeholders. These achievements reflect a significant contribution to overall team effectiveness and professional growth.*

**Education**

***Boot Camp Certificate***

*edX Remote*

A 16-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node.js, MySQL, MongoDB, Express, Handelbars.js, and ReactJS.

***Bachelor of Laws (2:1)***

*The Open University London, UK*