



Josif Mitsanski

Network Support Specialist

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Sofia, Bulgaria

A tech-savvy person, highly passionate about IT, learning languages and communicating with people in the tech support industry!

WORK EXPERIENCE

Transcription and Translation (Project) Appen

12/2021 - 02/2022

Remote

International Project

Achievements/Tasks

- Translated and transcribed audios daily, while maintaining a high level of quality, efficiency, and professionalism to minimize customer dissatisfaction.
- Actively cooperated with the project assistant, helped improve the training quality, while maintaining communication and giving consistent feedback to QA's and Moderators.
- Constructively interacted with all associates in order to promote a positive team atmosphere.

Contact : Project Manager - wjiang@appen.com

Customer Support Representative (Project) Appen

06/2021 - 11/2021

Remote

International Project

Achievements/Tasks

- Customer support via chat, email and inbound/outbound calls (Helped 10 customers per hour on average).
- Resolved complicated problems of all sorts of difficult clients by staying calm, listening to their concerns, asking for specifics, and always trying to figure out a solution.
- Solved client's technical issues with 4 regional platforms. (Standard (GO), US, EU, and Chinese.)
- Maintained a flexible schedule during the day/night.

EDUCATION

English and Japanese (+IT) High School for Western and Eastern Languages "Prof. Vasil Zlatarski"

2018 - 2022

Courses

- Advanced English and Japanese studies.
- Took additional classes in IT.

SKILLS

Networking

Microsoft Office

Customer service

Problem Solving

Verbal and written communication

Team Collaboration

Customer Engagement

Python

Adaptability

JavaScript

HTML

CSS

LANGUAGES

English

Full Professional Proficiency

Bulgarian

Native or Bilingual Proficiency

Japanese

Professional Working Proficiency

CERTIFICATES

Introduction to Networking, HTB Academy (Student Transcript) [🔗](#)

Python Advanced & OOP, Software University
(01/2022 - 04/2022) [🔗](#)

Programming Fundamentals, Software University
(09/2021 - 12/2021) [🔗](#)

Programming Basics, Software University
(06/2021 - 08/2021) [🔗](#)

INTERESTS

IT

CCNA

Networking

Technical Support

Books (IT and Self-improvement)

Business