



# Lachezar Iliev

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📍 Sofia, Bulgaria

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## Profile

Enthusiastic IT coordinator and coach with 2.5 years of hands-on experience leading dynamic teams to success, while also excelling as a final-year university student. My expertise spans from Microsoft Office mastery to adept Windows administration and programming prowess in JavaScript and Python. With a proven track record of guiding and inspiring teams of six, I bring energy, efficiency, and a relentless drive for excellence to every project.

## Employment History

### Coordinator, Team Coach, Akkodis Inc., Sofia

January 2022 — April 2024

- Proficiently managed initial inquiries for both customer and company partner requests, ensuring prompt response and accurate data collection.
- Validated customer entitlement to service and meticulously extended contract details as required.
- Oversaw service management through various platforms including Mail, client interaction, and ticketing systems such as ServiceNow and Jira.
- Demonstrated exceptional multitasking abilities, efficiently handling multiple tasks simultaneously with minimal supervision.
- Maintained meticulous documentation, ensuring accuracy and compliance with organizational standards.
- Successfully met tight deadlines and consistently upheld service level agreements.
- Played a key role in fostering team development, managing and supervising a sub-team of six individuals.
- Acted as the primary point of escalation for team members, providing guidance and support as needed.

## Education

### Bachelor in Computer Science, New Bulgarian University, Sofia

October 2021 — May 2025

### High School Education, PGOH "Rayna Knyaginya", Stara Zagora

September 2015 — May 2019

## Skills

Effective Time Management



Computer Skills



Ability to Work in a Team



Communication Skills

