





LACHEZAR ILIEV

SOFTWARE AND WEB DEVELOPER

CONTACT

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 www.onokena.github.io
 Stara Zagora, Bulgaria

SKILLS

Programming Languages: Go, Python, JavaScript, SQL
Development Tools: Git, Visual Studio Code, npm, Docker
Frameworks & Libraries: React.js, Django, Flask, Bottle, FastAPI
Soft Skills: Communication, Problem-solving, Teamwork, Time Management

EDUCATION

Computer Science

New Bulgarian University

2021 - Paused

Restaurateur

PGOH "Rayna Knyaginya"

2014-2019, Stara Zagora

LANGUAGES

English

Bulgarian

INTRODUCTION

I am an enthusiastic and self-motivated individual known for reliability and responsibility. With a mature approach to teamwork, I adapt seamlessly to challenging situations. Whether collaborating within a team or taking initiative independently, I thrive. My ability to perform effectively under pressure while meeting strict deadlines is a testament to my dedication.

WORK EXPERIENCE

Case Coordinator

Akkodis Bulgaria EOOD - Outsourcing HP Inc

2021-2024

- First line of enquiry for both customer and partner requests. Real-time collection of customers/devices data and validation of its accuracy.
- Ensuring that the customer is entitled to the service, validating customer contract details.
- Managing the service requests through Mail, client or ticketing system and providing basic information on the already opened service requests.
- Managing multiple tasks or cases simultaneously with minimal supervision.
- Keeping the documentation as per requirement.
- Meeting the deadlines and keeping the service level agreements.
- In-charge of helping the development of new prospects within the team.
- Managing and supervising small sub-team of 4 people.
- Point of escalation for multiple instances.

Marketing analyst - Internship

Curse inc. - Berlin, Germany

2020-2021

- Assisted in collecting, organizing, and analyzing marketing data from various sources, including digital analytics platforms, market research reports, and customer surveys.
- Conducted data cleansing and validation to ensure accuracy and reliability of marketing data.
- Utilized statistical techniques and data visualization tools to identify trends, patterns, and insights relevant to marketing performance.
- Collaborated with cross-functional teams to interpret data findings and develop actionable recommendations to optimize marketing campaigns and initiatives.
- Supported the creation of marketing dashboards and reports to track key performance indicators (KPIs) and monitor campaign effectiveness.
- Stayed updated on industry trends, market dynamics, and emerging technologies to inform marketing strategies and decision-making processes.
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