

# Lachezar Iliev

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📍 Stara Zagora, Bulgaria / Sofia, Bulgaria

📅 2000/02/17

## Profile

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I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative. I am able to work well under pressure and adhere to strict deadlines.

## Education

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2021 – 2024 Sofia	<b>Javascript Developer</b> <i>Software University</i>
2014 – 2019 Stara Zagora, Bulgaria	<b>Professional Degree in Catering and Restaurant Management</b> <i>PGOH "Rayna Knyaginya"</i>
2023 Sofia, Bulgaria	<b>Bachelor in Computer Science</b> <i>New Bulgarian University</i> <b>distance learning</b>

## Awards

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2022/08	<b>Employee of the month Q3 2022</b> <i>Akkodis Bulgaria</i> Top performer in a 30+ members team. Ability to deliver excellent performance within tight deadlines and huge backlogs. Passion and proactiveness. Always open for mentoring and assisting new colleagues, always ready to take ownership of complicated cases.
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## Professional Experience

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2021/12 – present Sofia, Bulgaria	<b>Case Coordinator</b> <i>Akkodis Bulgaria EOOD - Outsourcing HP Inc.</i> 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.
2020/10 – 2021/05 Berlin, Germany	<b>Marketing analyst - Internship</b> <i>Curse inc.</i> Assisted the Marketing Manager team alongside two other prospects Increased the Google rankings for clients through the creation of content for the company's social media accounts and website Produced and delivered reports about the in-depth analysis of the current market shares distributions of the projects.

## Certificates

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### **LPIC-1**

Linux administration for Ubuntu & Arch linux.

### **Microsoft Office Specialist**

Excel, Word, Sharepoint

### **MQ V9.1 - IBM Certified System Administrator**