



Lachezar Iliev

Statement

Enthusiastic IT coordinator and coach with 2.5 years of experience leading dynamic teams to success, while excelling as a final-year university student. Proficient in Microsoft Office, Windows administration, and programming in JavaScript and Python. Proven track record of guiding and inspiring teams of six, bringing energy, efficiency, and a relentless drive for excellence to every project.

Education

New Bulgarian University, 2021-Present
Bachelor of Computer Science

**Rayna Knyaginya High School,
2015-2019**

Honors List, Part of the Student Council

Experience

Case Coordinator & Team Coaching
Akkodis Inc. Outsourcing HP Inc 2022 - Present

Sofia, Bulgaria

- Proficiently managed customer and partner inquiries, ensuring prompt responses and accurate data collection

- Oversaw service management via mail, client interactions, and ticketing systems like ServiceNow and Jira.

- Demonstrated exceptional multitasking abilities and maintained meticulous documentation.

- Consistently met tight deadlines and upheld service level agreements.

- Managed and supervised a sub-team of six, providing guidance and acting as the primary escalation point.



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Stara Zagora & Sofia Bulgaria

Skills

- Team Leadership and Management
- Microsoft Office Suite Proficiency
- Windows Administration
- JavaScript and Python Programming
- Escalation Management and Problem Solving

Extracurriculars

- Hackathon Participant
- Softuni Student Mentor

