

# Pavlina Ivanova

Varna, Bulgaria

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## EDUCATION:

High school: "Business Bank / Commercial Banking School /; Sofia

### **2007 - 2011**

Bachelor degree " Technical University of Sofia "

Discipline: "Mechanical Engineering"

### **2011 - 2013**

Master degree:"Technical University of Sofia"

Discipline: " Transport Logistic "

### **2022 - present**

SoftUni"

Discipline: "Front End Developer - HTML, CSS, JS, React"

## WORK EXPERIENCE:

### **Period 30.10.2015-20.01.2016**

Call Agent - inbound with German language at Euroccor

- Customers were supported through the following channels - email / chats

### **Period 15.02.2016-21.03.2016**

Job at Digital Partners OOD with German language - outbound sales agent

- The company has focused on products in the energy sector and was the contact person at RWE

### **Period 01.04.2016-26.05.2016**

a short-term working position at Best Offers International OOD

representative of Eprimo

- The company was active in the energy trading sector and offered existing customer service.

### **Period 01.07.2016-01.22.2018**

FFCC EOOD call agent with German language

Field: online casino

Responsibilities: Supporting the customer by phone, email and chat / including sales skills /

**Period 03.22.2018-01.11.2019**

Location Mallorca; City Paguera

Job with German language

Field: Fish Spa Center

I carried out task sales of specific treatment / communication, consulting with customers - 85% of whom spoke German / trained new employees.

**Period 06.01.2020-30.03.2023**

Dentaprime dental clinic

Location Bulgaria; City Varna

Job with German language

Field: Customer service

**SPECIAL KNOWLEDGES:****Driving license:**

Class B

**Computer skills:**

Word; Excel, Google Sheets, Creator Studio Facebook

**Foreign language:**

German- acquired certificates: certificate Testdaf /

With the following results:

reading comprehension TDN 3; Listening TDN 3; Writing TDN 4

Oral expression German/ ; English

**Hobbys**

listening to music, swimming, reading books and traveling.

**Date and place of birth:** 28.02.1988, Sofia, Bulgaria

**Marital status:** single

**Nationality:** bulgarian