



Iva Dimitrova

PROFILE

Phone

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EXPERIENCE

Operator in Call Center, TTech Eastern Europe EAD (07.2018 to 10.2018), bl. Dunav 5, Plovdiv

Manage large amounts of inbound and outbound calls in a timely manner. Follow communication "scripts" when handling different topics. Identify customers' needs, clarify information, research every issue and provide solutions and alternatives.

Summer Internship (07.2019 to 09.2019 2006) in Synergy, Capital Trade Center, Plovdiv

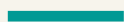
Create Restful Services with Java Spring Framework and OracleDB and PL/SQL

QA Automation Engineer (10.2019 until now), Proxiad Bulgaria, st. Belgrad 6

Automation testing of the Boursorama bank CRM software and related applications. Used technologies are Java Spring, PL/SQL, Selenium, OracleDB.

EXPERTISE

Creative



Organized



Design



Responsible



Kind



EDUCATION

"Vasil Karagyzov" Language School (2014 to 2017), Yambol

Studied English and German languages with foreign language profile

Plovdiv University "Paisii Hilendarski" (09.2017 until now)

Studying 'Software Engineering', Bachelor degree