

# Roza Krumova

## Details

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## Links

[Github](#)  
[LinkedIn](#)

## Skills

- Communication
- Critical Thinking
- Java
- Databases - NoSQL and SQL
- Testing and Quality Assurance

## Languages

English

## Profile

Hardworking and enthusiastic College Student working towards a B.S. in Software engineering.Organized, detail oriented, and experienced in properly handling customer inquiries and transactions

## Employment History

### Waitress, Blue Kos, Plovdiv

FEBRUARY 2021 – MAY 2021

- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Collaborated with kitchen staff to correctly update customers on unavailable dishes and wait times.
- Remained calm and poised when dealing with difficult customers or during busy shifts.

### Retail Cashier, Supermarket - Ratsi, Plovdiv

JULY 2021 – JANUARY 2022

- Worked closely with shift manager to solve problems and handle customer concerns.
- Answered questions about store policies and addressed customer concerns.
- Managed staffing levels to provide optimal support for cash register operations.

### Barista - Kitchen, Bubble House Waffles, Plovdiv

JUNE 2022 – PRESENT

- Maintained regular and consistent attendance and punctuality.
- Monitored supply levels at counter and maintained customer areas to meet typical demands.
- Recommended products based on solid understanding of individual customer needs and preferences.
- Controlled line and crowd with quick, efficient service.
- Trained new team members with positive reinforcement and respectful, encouraging coaching.
- Listened carefully to customer requests and created personalized, delicious beverages, which improved sales.
- Prevented infections and maintained store professionalism by cleaning and sanitizing work areas daily.

## Education

### informatics and information technologies, SU "Savo Savov, Pirdop

SEPTEMBER 2015 – JULY 2020

*high school diploma*

### software engineering , Plovdiv University "Paisii Hilendarski", Plovdiv

SEPTEMBER 2020 – JULY 2024

*bachelor degree*

### Advanced Color Correction, Retouching, and Photo Editing Training Program, M+w MediaNetworks EOOD, Plovdiv

JANUARY 2023 – MARCH 2023