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CERTIFICATES

Entity Framework Core (06/2020 - 07/2020)

<https://softuni.bg/certificates/details/86327/dfa6b90b>

MS SQL Server (05/2020 - 06/2020)

<https://softuni.bg/certificates/details/82963/f9a13fbc>

C# OOP (03/2020 - 04/2020)

<https://softuni.bg/certificates/details/79056/6fdfe41d>

C# Advanced (01/2020 - 03/2020)

<https://softuni.bg/certificates/details/77422/39d41df1>

C# Fundamentals (09/2019 - 12/2019)

<https://softuni.bg/certificates/details/74619/41d3d629>

Programming Basics with C# (05/2019 - 07/2019)

<https://softuni.bg/certificates/details/68125/cdbcb361>

PUBLICATIONS

Scientific Article

Разклатените устои на съвременния

международен ред

26/07/2018

"Geopolitics" Magazine

<https://geopolitica.eu/2018/169-broy-3-2018/2847-razklatenite-ustoi-na-savremenniya-mezhdunaroden-red>

Stoyan Troshanov

Junior Software Engineer

Ambitious and highly motivated graduate looking for challenges in the field of Software Engineering.

EDUCATION

Software Engineering

Software University (softuni.bg)

05/2019 - Present

Sofia

Courses

- ▣ C# Web Basics
- ▣ MS SQL Server
- ▣ C# Advanced
- ▣ Programming basics with C#
- ▣ Entity Framework Core
- ▣ C# OOP
- ▣ C# Fundamentals

Bachelor's degree, International Relations and Affairs

Sofia University St. Kliment Ohridski

09/2014 - 07/2018

Sofia

Courses

- ▣ International law
- ▣ Domestic law
- ▣ Economics
- ▣ Foreign languages

WORK EXPERIENCE

Technical Support Agent

TTEC

07/2018 - Present

Sofia

Achievements/Tasks

- ▣ Develop working knowledge of supported products and technology, as well as applicable technical support tools.
- ▣ Meet deadlines and delivering services according to customers' service level agreements.
- ▣ Meet customer expectations by taking into consideration customers' entitlement and issues.
- ▣ Keep customers up to date in a timely manner.

Trainee

Ministry of Foreign Affairs of the Republic of Bulgaria

11/2017 - 02/2018

Sofia

Position held: Assistant at the office of a senior diplomat.

Achievements/Tasks

- ▣ Recommendation from the director of the European Union Policy and Institutions Directorate for a job well done.
- ▣ Manage the internal daily newsletter containing diplomatic correspondence.
- ▣ Analyze foreign media publications (German / English languages).
- ▣ Organize the office paperwork.
- ▣ Translate various types of documents (German/English/Bulgarian).
- ▣ Work with sensitive information.

PUBLICATIONS

Scientific Article

**Бъдещето на
отношенията САЩ –
Русия**
21/11/2017

<https://conservative.bg/>

<https://conservative.bg/us-russia-future/>

WORK EXPERIENCE

Housekeeping **Holland America - Princess**

05/2017 - 09/2017

Anchorage

Participated in the J1 Work and Travel program for cultural exchange.

Achievements/Tasks

- International work environment
- Handle tasks in a timely manner
- Strong team coordination skills

Customer Service Representative **Sixty K Ltd (60k)**

07/2016 - 10/2016

Sofia

Achievements/Tasks

- Work language: English
- Respond to customers via phone and/or email
- Keep precise case documentation and case ownership

LANGUAGES

English

Full Professional Proficiency

German

Full Professional Proficiency

ORGANIZATIONS

Млада България (05/2020 - Present)

Member of Board

Students' Diplomatic Club (11/2016 - 11/2017)

Member of Board