

## PERSONAL INFORMATION



## Valentin Minkov

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## WORK EXPERIENCE

18/10/2014–04/05/2016

## Technical Support

60k International Contact Centres, Sofia (Bulgaria)

- Working with customers/employees to identify computer problems and advising on the solution
- Logging and keeping records of customer/employee queries
- Working with field engineers to visit customers/employees if the problem is more serious -Testing and fixing faulty equipment

13/08/2016–Present

## Warehouse Worker

Adecco Personaldienstleistungen GmbH, München (Germany)

- Preparing and completing warehouse orders for delivery or pickup according to schedule
- Receiving and processing warehouse stock products
- Performing warehouse inventory controls and keeping quality standards high for audits

## EDUCATION AND TRAINING

15/06/2009–16/05/2014

## Computer Network Technician

Professional High School Of Telecommunications, Sofia (Bulgaria)

- Design and install well-functioning computer networks, connections and cabling
- Perform troubleshooting to system failures and identify bottlenecks to ensure long term efficiency of network
- Inspect LAN infrastructure and fix minor or major problems/bugs
- Test and configure software and maintain and repair hardware and peripheral devices
- Evaluate network performance and find ways of improvement
- Organize and schedule upgrades and maintenance without deterring others from completing their own work

14/05/2016–Present

## Full Stack Web Development Certification

freeCodeCamp, München (Germany)

- HTML
- CSS
- MySQL
- JavaScript
- Ajax
- Bootstrap
- JQuery
- JS based frameworks

- Node.js and Express.js
- Git

## PERSONAL SKILLS

Mother tongue(s) Bulgarian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C1	C1	C2
German	B1	B1	A2	A2	A2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
Common European Framework of Reference for Languages

Communication skills

- excellent communication skills gained through working as a technical support for British customers
- great listening and comprehension skills which allow me to learn and adapt quickly

Organisational / managerial skills

Team-work skills gained by working on developing-related school projects with other students

Job-related skills

- Good command of :  
**HTML, CSS, JavaScript , Bootstrap, JQuery, Git, SASS**
- Comfortable with:  
**Java, C#**

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Digital skills - Self-assessment grid