VALENTIN GEORGIEV

Personal

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Sofia

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Skills

- React.js
- JavaScript
- TypeScript
- HTML/CSS
- Node.js/Express.js
- Tailwind CSS
- MongoDB
- Bootstrap 5
- GIT (Version Control)
- Unit Testing

A motivated **Fullstack Developer** with over a year of experience and a solid foundation laid at Telerik Academy, also bringing previous expertise as a Cisco Duty Manager. Adaptable, proactive and dedicated in my work approach. I thrive in fast-paced environments, readily embracing challenges and leveraging my ability to quickly adapt to new technologies. This ensures that I stay at the forefront of industry trends.

Work experience

Software Developer   Sep 2023 - Present
SoftServe, Sofia

Developing an innovative platform.

Service Logistics Duty Manager and Escalation Support for Cisco   Jun 2020 - Dec 2022
OnProcess Technology, Sofia

Perform E2E high-touch operations support for strategic customers - HSBC:
- Create customer-facing performance reports on a global scale.
- Perform live tracking and support for customer orders.
- Own and resolve live escalations.
- Create RCAs for any customer impacting issue.
- Manage relationship with customer, find and present challenges and opportunities.
- Act as customer emissary and knowledge holder within Service Logistics.
- Analyse customer ordering behaviour and work with internal planning teams to minimise impact.
- Ensure Cisco-Customer relationship is not impacted during critical escalations.

Education and Qualifications

Alpha JavaScript Track Telerik Academy   Jan 2023 - Dec 2023
Telerik Academy, Sofia

Mastered the ins and outs of frontend development - JavaScript, HTML, CSS and React.js.

Bachelor of International Economic Relations   Sep 2016 - Oct 2021
University of National and World Economy, Sofia