

VASIL GEORGIEV

TECHNICAL SUPPORT ANALYST
SOFTWARE DEVELOPER | DATA SCIENTIST

I can provide references upon request

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[Portfolio](#)

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Profile

Computer Science Engineer (BSc'24, Arden University).
Data Science Bootcamp (HyperionDev, partnering with DfE).
SaaS Technical Analyst - Tier 1 and 2 escalation voice of trust.

Skills

Computer Science	Logistics	Aviation
Software development within Python and SQL. Object-oriented programming. Data transformation and manipulation. Data visualisation. Machine learning (Decision Trees, Linear Regression). Natural Language Processing (NLP).	Apprentice program taken during my Economics degree studies. Appointment as junior clerk at Refinery Burgas, 2013. Database management system (cargo shipments, oversease employee accomodations + travel, tax compliance)	Effective Turnaround Planning. On the job trainer. Constant team liaison with Airfield OPS to meet airline standards. Accountable for safe on-time performance that is promoted in a friendly, professional atmosphere.

Technical

HTML5 CSS	SQL	Mac OS
SpaCy Linear Regression	Data Visualisation	Windows OS
Python Machine Learning	Pandas Jupyter	Ubuntu Linux OS

Experience

ComplyPortal Technical Support	2022-Present
Appointed Responsibilities include: Troubleshooting technical issues related to the SaaS product and escalating issues to appropriate teams when necessary. Assisting clients with product onboarding and training. Developing and maintaining positive relationships with clients. Collaborating with other teams within the company, such as product development and sales, to ensure client satisfaction. Keeping up-to-date with industry trends and best practices related to SaaS customer service and support. https://complyportal.uk/team/meet-the-team-vasil-georgiev/	
London City Airport Flight Supervisor	2016-2022
Promoted in 2017 from ramp agent, I was appointed to be accountable for the effective rotation of ind/outbound flights. Reliable at managing aircraft turnarounds. Responsibilities include managing tarmac sections, including staff coaching, motor transport and aircraft de-icing function.	
Avis Budget Group Front desk salesman	2015-2016
Responsible for the day to day running of the store and in the Store Manager's absence. Ensured all tasks are completed on time to deliver great customer experience and service. Managed stock and order systems. Managed the availability of vehicles, contracts with customers. Responsible for the maintaining of the vehicle serviceability to the standards of the company's policy. Implementing market updates and POS.	

Education

HyperionDev - Government Funded - London, England
Skills Bootcamp in Data Science — **March 2023 - July 2023**

Arden University - Holborn Campus - London, England
BSc Computer Science — **Expected Graduation July 2024**

New Bulgarian University - Sofia, Bulgaria
Bsc Marketing — **Equivalent to 2:1, July 2014**