

VASIL GEORGIEV

TECHNICAL SUPPORT ANALYST
SOFTWARE DEVELOPER | DATA SCIENTIST

vrgeorgiev@icloud.com
[LinkedIn](#)
+447590260023

Profile Computer Science Engineer (BSc'24, Arden University).
Data Analyst (Data Sience boot camp, HyperionDev).
SaaS Technical Analyst - Tier 1 and 2 escalation voice of trust.

<i>Skills</i>	Computer Science Software development within Python and SQL. Object-oriented programming. Data transformation and manipulation. Data visualisation. Machine learning. Natural Language Processing (NLP). Source version control.	Logistics 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)	Aviation Effective Turnaround Planning. On the job trainer. Constant team liaison with the department to meet business needs. Accountable for safe on-time performance that is promoted in a friendly, professional atmosphere.
---------------	--	--	---

<i>Technical</i>	HTML5 CSS	SQL	Mac OS
	Custom CRM tools	Java	Windows OS
	Python Python Libraries	Pandas Jupyter	Ubuntu Linux OS

<i>Experience</i>	ComplyPortal Technical Support 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/	2022-Present
	London City Airport Flight Supervisor 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.	2016-2022
	Avis Budget Group Front desk salesman 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.	2015-2016

<i>Education</i>	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