



Lyubomir Stoyanov


Mainframe Technical Support





Personal details

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 Sofia, Bulgaria

 lubodev.com

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Languages

English - C1 Level 

German - A1 

Skills

• Web Design - JavaScript (Vanilla JS) + HTML, CSS & Bootstrap (Responsive design)

• Server side programming - PHP (OOP & Laravel framework)

• Database Management (SQL & MySQL)

• Software proficiency (Microsoft Office Suite, Adobe Creative Cloud - Photoshop and Premier Pro)

• Research methodologies (including AI)

• Using Customer relationship management software (CRM)

Education

Secondary School Sep 2014 - May 2019
PG "Hristo Botev", Dupnitsa

Software University Feb 2023 - Aug 2023
SoftUni, Sofia

Employment

Customer Support Representative Sep 2020 - Dec 2020
Alorica Bulgaria, Sofia

Receptionist Feb 2021 - Jul 2021
103 Hotel & Spa, Sapareva bania

Salesperson (Door to door direct sales) Jul 2021 - Sep 2021
Southwestern Advantage, California

This was my students summer internship in the USA (Fresno, California).

I sold education materials for children (starting from babies - all the way up SAT and ACT exam preparation). - books, applications and interactive websites going door to door in sunny Fresno, California.

Note: I used to study at National Sports Academy in Sofia but decided to pick a different career path involves technology. That is how I got a visa and managed to travel to the USA.

Technical Support Representative Sep 2021 - Aug 2023
C3i Solutions Bulgaria, Sofia

Supporting different internal Software via phone, email and chat:

- Navigating users on how to use different systems
- Creating accounts via phone or submitted tickets
- Escalating cases to different Tech teams
- Completing emergency escalations (urgent cases) assigned by TL on shift

Receptionist (Seconds Job while working at C3i) Jul 2022 - Feb 2023

Astoria Grand Hotel, Sofia

Working 6-8 shifts additional (second job) as a receptionist at a hotel since I wanted to save money that were later invested in my education:

- SoftUni and other similar Programming Courses (HTML + CSS, Bootstrap, PHP, Laravel, SQL & MySQL)
- German Language Academy

Mainframe Technical Support Sep 2023 - Present
DXC Technology, Soifa

README

Hi there,

- Version Control Systems: Git and GITHUB

Qualities

- • Time management and organization
- Prioritization
- Adaptability and flexibility
- Attention to detail
- Communication and Active listening
- Critical thinking
- Teamwork and collaboration
- Patience and empathy
- Self-awareness
- Multitasking

thanks for checking out my CV.

Would you like to check my personal website where you can find a list of all my projects and links to my social media and GitHub?

Feel free to check it out here: **lubodev.com**.

See you there.

Regards, Lyubo