

# Tsvetelina Cholakova



Roussé



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**Sex:** Female | **Date of birth:** 19 march 1991 | **Nationality:** Bulgarian

## Employment Experience

### **Quality Engineer , 03.2016-present**

Montupet EOOD, Roussé

- Quality Engineer for the knuckles - AUDI;
- Step-Up; Problem Solving; Customer
- MMS

### **Marketing specialist, 08.2005-02.2016**

Axivas Bulgaria, Sofia Bulgaria

- Customer support service in French language;.
- Email and online chat communication;
- Online and phone telemarketing;
- Documents handling.

### **Teleagent in Eurocar, 10.2013-04.2014**

Europcar/Telus, Sofia

- Customer support service in French and English languages;.
- Email and online chat communication;

### **Probationer in ProBioGEM/Polytech, Lille, France**

- 05.2013-07.2013
- 05.2014-06.2014
- 03.2015-07.2015

**Baby-sitter in Corsica only for the summer period for 3 years from 2012 to 2014 for 3 months**

## Education

### **Masters degree in Chemical Engineering**

**2009-2015**

**University of Chemical Technology and Metallurgy,  
Sofia Bulgaria**

Chemical Technologies, Biotechnologies, Automation, Ecology

### **Secondary education degree**

**2005-2010**

High Language School St.Constantine-Cyril the Philosopher,  
Roussé, Bulgaria

French language as a first language

English language as a second language

Spanish language as a third language

## Personal Skills

### LANGUAGES

**Mother tongue :** Bulgarian

**Other languages :**

|                | UNDERSTANDING |           | SPEAKING           |                   | WRITING    |
|----------------|---------------|-----------|--------------------|-------------------|------------|
|                | Listening     | Reading   | Spoken interaction | Spoken production |            |
| <b>French</b>  | Excellent     | Excellent | Excellent          | Excellent         | Excellent  |
| <b>English</b> | Good          | Good      | Good               | Good              | Very good  |
| <b>Russian</b> | Good          | Good      | Elementary         | Elementary        | Elementary |

### COMMUNICATION SKILLS

- I am an opened and talkative person; I can easily both lead and follow a conversation.
- I have excellent oral and written communication skills at official and unofficial level gained through my experience as a customer support representative over the last six months;
- I have excellent oral and written communication skills at sciences work, like presentations;
- I have excellent presentation skills and can catch and hold public's attention;
- I can be empathic and persuasive and I practice those abilities of mine on daily basis at my work place as well as in my personal relations.
- An important part of my current job are the sales skills that I successively apply to do very good my job;

### ORGANISATIONAL / MANAGERIAL SKILLS

- I can work in a team and can both take the initiative and organise the work in the most efficient way, which I do in my working place;
- I have studied management one semester as a part of my master's degree academic background;

### COMPUTER SKILLS

- Excellent command of Microsoft Office™ tools;
- Everyday use of social networks, internet forums and internet pages;
- Basic command of most popular and used types of software and applications (Photoshop, Skype etc.);
- Elementary command of C++ acquired as a part of my academic background;

## **OTHER SKILLS**

- I am responsible, easy-going and can work under pressure;
- I am open-minded and learn fast and with curiosity;
- I have the easiness to adapt myself in different countries and cultures. I have been living in France (Lille) for a several months (during summer periods for 3 years);

## **More Informations**

### **HOBBIES**

To discover the new things, to travel, the cinema and the self-education, the photography, the singing and the danse

### **DRIVING LICENCE**

Not yet