**TZVETANA TARGOVSKA**
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• 76 Hartley Road, LU2 0HY • tzvetana.targovska@gmail.com • 077 969 800 88

Highly self-motivated individual with experience gained in multicultural environments and a proven track record of working to exact deadlines and delivering on time. Results-driven, with excellent interpersonal skills and the ability to motivate others and lead by example. A strong believer in training and continuous improvement, both within a team environment and independently.

**Work Experience**

**Freelance Interpreter**, 09/2016 to present

Herts Interpreting & Translation Service - Hemel Hempstead, U.K., Telelanguage Inc. – Portland, OR, U.S.A. and DA Languages Ltd. – England, U.K.

Face-to-face interpreting, [Telephone interpreting](http://lsaweb.com/solutions/interpretalk-interpreting-by-telephone/), Video and Audio online interpreting

**General Manager**, 11/2015 to present
Rise to Lead Limited – London, U.K.

Developing sales plans and profit targets; cultivating relationships with clients; identifying and reporting on business opportunities in target markets; representing the business at conferences, trade fairs and networking events; maximising new business development opportunities; conducting training and seminars.

**Team Leader**, 08/2011 – 12/2018

Nando’s Luton – England, U.K.

Building a high-performing team. Personally handling escalations and complex cases. Creating innovative ways to deliver a memorable customer experience.

**Corporate Transaction Banking Officer**, 06/2010 to 07/2011
Eurobank EFG – Sofia, Bulgaria

Conducting meetings; negotiating terms and conditions with clients; maintaining relationships with corporate clients; structuring deals; supervising deposit transactions; overseeing the smooth operation of corporate accounts; advising management of any irregularities.

**General Manager**, 02/2009 to 03/2010
VIP Academy Ltd – Sofia, Bulgaria

Organising and conducting meetings with clients; conducting sales presentations and training for representatives and clients; headhunting, screening and interviewing candidates.

**Secretary to the Governor of the Bulgarian Central Bank**, 10/2003 to 01/2009
Bulgarian National Bank – Sofia, Bulgaria

Reading and interpreting documents; writing business correspondence; speaking to groups of employees from the organisation; managing complex diaries; attending internal and external meetings and ensuring actions were followed up accordingly; organising a range of external and internal events.

**PA to the Chairman of the Budget and Finance Committee**, 09/2003 to 10/2003
National Assembly of the Republic of Bulgaria – Sofia, Bulgaria

Managing executive calendar and coordinating team meetings; preparing meetings, minutes and memorandums.

**Raising my family**, 02/2001 to 09/2003
Career break – Dublin, Ireland

**Multifunctional Staff Member**, 06/2000 to 12/2000
Cineworld – Luton, U.K.

Addressing and resolving customers’ queries; cash handling; providing support and assistance to the management team as required.

**Education**

Master’s Degree in Finance: July 2006
Technical University of Sts Cyrilus and Methodius– Sofia, Bulgaria

**Skills**

Critical thinking, motivational techniques, good communication skills, high level of accuracy, proficient in English and Bulgarian, creative and innovative, strong customer relations, social media engagement, negotiation skills.

|  |  |
| --- | --- |
| **References**Available on request | **Interests**Reading books, sports, running and general keep-fit. |