



# Diyana Karadzova

## Details

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### NATIONALITY

Bulgarian

### DATE OF BIRTH

26/01/1996

## Links

[Facebook](#)

[Portfolio](#)

## Skills

Active Listening

Adaptive

Business Development

Can-do attitude

Clarified

Creativity & Problem Solving

Distinguished

Driving

Effective Time Management

Organized and efficient

Responsible and reliable

Leadership Skills

Passionate

Proficient

Teamwork Skills

Versatile

## Time is our greatest asset,

and it's our personal responsibility to choose how to invest it. Having in mind that one third of our life we spent working, I believe it has to be worthwhile. This is the reason why I try to optimally use all of my skills and abilities in every situation. I manage my time efficiently, also I keep reading and learning, so I can continue develop myself, prosper and be satisfied with my achievements.

## Employment History

### European Customer Account Advisor, Hillside (Shared Services) Limited, Stoke-on-Trent, UK

MARCH 2021

- Providing support to customer base via live chat and email
- Reviewing and escalating queries to superiors when required
- Liaising with other internal teams to review queries from customers regarding several topics including payments, technical issues, verification, betting queries, etc

### Brand Ambassador Team Leader , Elevate Staffing , Rugby, UK

DECEMBER 2020 – MARCH 2021

Houllier Outreach Brexit Program

- Provided tailored information and advice whilst also directed target audiences to where more information is available online
- Printed and stamped paperwork.
- Communicated with border force and conducted necessary checks
- Captured data from engagements undertaken
- Daily beginning and end-of-day reports created
- Supervised and supported team members whenever necessary

### Fashion model, Model Management Group MMG, Sofia, BG

JANUARY 2014 – JANUARY 2019

Commercial, Catalogue, Fashion / Editorial, Runway / Catwalk, Fitness Modelling, Petite, Fitting Model, TV Commercials, TV / Film Extra Work, Reality TV

### Client Services Manager, Danex Ltd , Sofia, BG

JANUARY 2017 – NOVEMBER 2017

- Provided high level of support to representatives and clients
- Developed and implemented policies, procedures and process improvement initiatives to improve retention rates and increase customer satisfaction
- Provided detailed monthly departmental reports and updates to the management

### Manufacturing Plant Manager, Nikilir Ltd , Burgas, BG

AUGUST 2015 – DECEMBER 2016

- Managed the establishment of an automated 3D printer filament producing plant with manufacturing strategies and policies set in place to maintain optimum production results
- Planned details of manufacturing activities including output quality and quantity, cost, time, availability, labour requirements, et cetera
- Maintained occupational health and safety compliance requirements to ensure wellbeing of the staff
- Maintained excellent standards of service through impeccable attention to detail

## Hobbies

Rally racing  
Reading and researching  
Sport and running  
Sewing and crafting  
Traditional dancing

## Languages

Bulgarian

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English

Russian

## Call Center Manager, Alpha Eko Trade Ltd , Sofia, BG

MAY 2013 – JULY 2015

- Established strong and successful working process for employee actions and customer interactions
- Motivated employees and developed new positions for promotion, making positive progress within the company
- Supervised the team members daily, providing support and guidance as needed to maintain effective performance at all times
- Maintained utmost professionalism when interacting with customers by telephone or in-person to answer questions, provide general information or direct to appropriate department
- Supervised on site, reported issues and escalated those that required further assistance
- Identified and communicated customer needs to supply chain capacity and quality teams
- Performed forecasting to identify necessary changes for supply chain business
- Managed daily beginning shifts meetings, and provided feedback to the employees on their results and performance, while training them to be more successful
- Promoted efficient and open communication by preparing collateral for team and client meetings, taking notes and distributing information to relevant stakeholders
- Coordinated all customer service operations, business executives and site leadership teams by interacting effectively and establishing communication best practices
- Organized team buildings and different types of team bonding activities
- Applied extremely flexible approach when preparing schedules in accordance with the personal requirements of team members
- Established catchy bonus schemes running on permanent basis, which motivated employees to achieve great results and contributed to the great mood in the office

## Education

**Bachelor's degree in Tourism management, European University of Economics and management , Sofia, BG**

2015 – 2020

**GCSE in Choreography, 144 High school "Narodni buditeli" , Sofia, BG**

2001 – 2013

## Courses

**Managers coaching competence, European University of Economics and management**

JUNE 2016

**Web development, Licensed Training Centre - Net it**

SEPTEMBER 2017

**Thank you for taking the time to get to know me better.**

I look forward to hearing from you.