

Evgeniya Genadieva

Support, Data and Language Specialist

Results-driven professional with a robust background in data entry, management, translation, and customer service. Proficient in ensuring precision in data processing while managing diverse tasks with efficiency. A detail-oriented individual with a keen eye for accuracy, coupled with strong organizational and multitasking skills. Experienced in translating information across languages and dedicated to providing exceptional customer service. Proven ability to streamline data workflows, enhancing operational efficiency. Effective communication skills and a track record of building and maintaining positive client relationships.



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SKILLS AND COMPETENCIES

- People Management
- Data Analysis
- Data Management
- Office suites (MS Office, Work)
- Translation
- Troubleshooting
- Proofreading
- SaaS and SAP knowledge
- Time Management
- Verbal and Written Communication
- Adaptability
- Problem-Solving
- Teamwork
- Work ethic
- Attention to detail
- Transcription
- Conflict resolution
- Project management
- Productivity & Organization
- Product knowledge
- Research skills
- Analytical skills
- Goal setting
- Motivation
- Commitment
- Strategic thinking
- Creativity
- Networking
- Empathy
- Openness



WORK EXPERIENCE

Data Entry Manager

DataBee

07/2023 - Present

Achievements/Tasks

- Examined data from reports to provide insight into companies' policies and regulations.
- Ensured daily operations adhere to data entry policies, conducts audits for quality improvement, and stays updated on industry trends.
- Analyzed large sets of data, resulting in a 10% increase in efficiency and productivity.
- Improved data entry quality results by completing audits; identifying trends; determining system improvements; studying, evaluating, and re-designing work processes; and implementing changes.
- Managed data entry human resources by recruiting, training, scheduling, and coaching employees; sets job expectations, enforces policies, and conducts performance reviews.
- Actively participated in professional development and supported organizational mission by achieving related outcomes.



WORK EXPERIENCE

Customer Service and Market Specialist

Bonami

07/2023 - 01/2024

Achievements/Tasks

- ▶ Developing and implementing marketing plans.
- ▶ Establishing goals and objectives in order to reach our customers through appropriate marketing channels (digital and traditional).
- ▶ Experience in the Bulgarian and Czech market, solving customers queries and delivering the best solution for them.
- ▶ Improved customer satisfaction by in three months, according to in-store and online surveys.
- ▶ Expanded client base as well as increased client retention ratio over the course of three months.

Customer Service Executive

Paysafe Limited

02/2021 - 06/2023

Sofia, Bulgaria

Achievements/Tasks

- ▶ Hit and exceeded monthly KPIs for more than 2 years in a row and maintained a top-performer status.
- ▶ Maintained a high customer satisfaction rate.
- ▶ Solved more than 100 tickets on a daily basis in the form of both inbound and outbound queries.
- ▶ Experience in the European and USA markets, solving complex problems while delivering an outstanding customer experience.
- ▶ Complied with new procedures, guidelines, and policies when dealing with customers' accounts daily.

Translator, Proofreader and Transcriptionist

Freelance

01/2021 - Present

Achievements/Tasks

- ▶ Adept at accurately translating and proofreading content in multiple languages, ensuring linguistic precision and cultural nuance.
- ▶ Demonstrated expertise in transcribing audio content with precision and efficiency.
- ▶ Known for consistently meeting tight deadlines while maintaining high-quality standards.
- ▶ Proactive in identifying opportunities for process improvement and implementing effective solutions.
- ▶ A reliable team player with a strong commitment to delivering exceptional language services that align with client expectations.

Transcriptionist/Translator

Publishing House "Paritet"

01/2020 - 01/2021

Sofia, Bulgaria

Achievements/Tasks

- ▶ Utilized subject matter expertise and Legal Knowledge to offer the most detailed and efficient translations possible.
- ▶ Effectively used Translation and Transcription Software to expedite project delivery and ensure accuracy.
- ▶ Performed in-depth review of texts and made edits and changes where necessary.

Sales Associate

Technopolis Bulgaria Ltd.

07/2018 - 09/2018

Sofia, Bulgaria

Due to the tight schedule while completing my Bachelor's Degree could only gain work experience during the summer months

Achievements/Tasks

- ▶ Assisted and consulted over 50 customers every day in selecting the best high-tech products for their needs and up to their liking.
- ▶ Efficiently operated Point of Sale systems.
- ▶ Showed initiative to assist team members in handling customers, cash operations, and store maintenance when needed.



WORK EXPERIENCE

Sales Representative

Burgos Medical Ltd

07/2017 - 09/2017

Burgas, Bulgaria

In between the competing of my High School Education and the beginning of my University such I was able to only work during the summer months

Achievements/Tasks

- ▶ Provided courteous customer service in every area of the store.
- ▶ Established and maintained positive relationships with medical professionals, facilitating ongoing business and brand loyalty.
- ▶ Contacted new and existing customers to discuss how their needs can be met through specific products and services.
- ▶ Planned, scheduled, and executed luncheon in-services, displays, and presentations in hospital and clinic environments.



EDUCATION

Bachelor of Arabic Studies

Sofia University St. Kliment Ohridski

2017 - 2022

Sofia, Bulgaria

High School Diploma

German language "Goethe" High School, Burgas

2012 - 2017

Burgas, Bulgaria



CERTIFICATES

Deutsches Sprachdiplom der KMK Stufe C1
(2012 - 2017)

German language "Goethe" High School, Burgas



LANGUAGES

Bulgarian

Native or Bilingual Proficiency

English

Full Professional Proficiency

German

Professional Working Proficiency

Arabic

Professional Working Proficiency



INTERESTS

Learning Languages

Photography

Travel

Sports