

PERSONAL INFORMATION



Hristiana Tomova

 Mladost 4, bl 602, ap. 12, 1715 Sofia (Bulgaria)

 +359878450711

 hristianatomova@gmail.com

Sex Female | Date of birth 02/12/1983 | Nationality Bulgarian

JOB APPLIED FOR

Translator

WORK EXPERIENCE

01/01/2014–Present

Translator

AQ Cert, Sofia (Bulgaria)

External expert

Translator and Editor of company's Website and internal database

SEO optimization for the Romanian and Italian markets.

The company activates in the ISO certification sector

2013–Present

Translator

TRANSLINGUA, Sofia (Bulgaria)

Translation of instructions and technical manuals for air conditioners and locomotives

08/10/2012–Present

Translator

juwi Solar, Sofia (Bulgaria)

External expert – Translator

List of previously translated items:

Renewable energy, technical documentation and tender procedures for the construction of power plants.

2012–Present

Translator

Hispanica, Sofia (Bulgaria)

List of previously translated items:

financial, banking, economics, tender procedures, and technical literature for various of my clients on different topics.

2004–Present

Translator

PrevodiBG, Sofia (Bulgaria)

Freelance translator –both English and Romanian languages

List of previously translated items:

Documents (contracts, agreements, certificates, diplomas), technical literature (manuals, instructions, presentations, web pages), legislative literature (laws), fiction, science fiction

02/05/2013–01/12/2013

Education methods specialist

Stream International Bulgaria LTD, Sofia (Bulgaria)

QA position–quality control and monitorization of Romanian and Bulgarian SPs – both Customer service and Technical support (around 30 people).

Analyzing bad results (CSAT - customer satisfaction index), if any and providing feedback to agents.

Constant improvement of quality and service.

Helping SPs with complicated licensing queries and escalation, tools and procedures, making sure that SLA is met.

Understanding the needs of the customers. Innovating at the speed of ideas. Looking for proactive solutions. Delivering beyond expectations. Constant Development

02/05/2007–01/05/2013

Microsoft Services representative

Stream International Bulgaria LTD, Sofia (Bulgaria)

Microsoft Customer Service Representative with Romanian and English Language

Resolving customers' problems with Microsoft software over phone, e-mail and chat sessions; Pre and Post Sales assistance; Exceptional Customer Experience;

Profound knowledge of Microsoft product families, Microsoft partner network, Microsoft product promotions, Licensing Solutions – Microsoft Volume Licensing programs and administration strong technical knowledge, analytical thinking.

Office 365 CRM dynamics marketing campaign – outbound calls;

Microsoft Partner Survey – outbound campaign;

Social media monitorization - Sprinklr Social Media tool

EDUCATION AND TRAINING

09/2013–Present

B2 Certificate

Goethe Institute, Sofia (Bulgaria)

German language

2008–2010

International Economic Relations, Master degree in economics

University of National and World Economy UNSS, Sofia (Bulgaria)

Strong knowledge of economical concepts – Mathematics, Statistics, Basics of Micro and Macroeconomics, Marketing of international business, Marketing Modeling, International Business, Business Communications, Innovations in the international business, International Management, Corporative Management, International Business Operations I and II part, International Commercial Law, Law of the European Union, Bulgaria in the International Business Integration, International Finances.

01/10/2003–04/05/2007

Romanian philology

University of St. "Kliment Ohridski", Bachelor degree, Sofia (Bulgaria)

Romanian language, history, literature, historic grammar, syntax, lexicology Bulgarian spelling, punctuation and grammar

Spanish language and literature

1997–2002

Secondary education

First Language School, Varna, Varna (Bulgaria)

English, German language

PERSONAL SKILLS

Mother tongue(s) Bulgarian

Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
Fisrt Language School Varna, 2002, profile English language					
Romanian	C2	C2	C2	C2	C2
Romanian Philology St. Kliment Ohridski, 2007					
German	B2	B2	B2	B2	B2
Goethe Institute					

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user
[Common European Framework of Reference for Languages](#)

Communication skills Team player, loyalty, polite and professional behaviour, interest in new training techniques, translation and innovative technologies and software, ability to adapt to new environment, ability to work under pressure, remain calm in spite of annoyances, diplomacy.
 Deadline oriented

Job-related skills Trados, Wordfast, Abby Finereader

Computer skills **EXPERT, a thorough knowledge of Access, Word, PowerPoint and Outlook**
Digital Competency: Excel expert
 MCP ID: 6767741

Other skills

[Related document\(s\):](#)

Driving licence AM, B1

[Related document\(s\):](#)