

# Yordan Hristov

West Midlands

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## Personal Profile

A proactive, committed and highly dedicated professional with in-depth experience of delivering excellent customer service, demonstrating key expertise in relationship management. Articulate and inspired possessing excellent communication and project management capabilities passionately committed to the delivery of service excellence whilst remaining focused on achieving and exceeding targets and objectives. Quick to grasp new ideas and concepts demonstrating initiative, drive and capabilities in order to make things happen; identifying and solving problems with innovative thinking and with the capacity to deal simultaneously with a number of rapidly changing and competing priorities; now looking to apply excellent transferable skills in order to achieve, excel and evolve in a challenging and fulfilling role.

## Key Skills

**Leadership:** Strong critical decision making, motivating, team building, delegating & monitoring quality.

**Customer Focus:** Demonstrable customer service expertise with many career achievements in this field. Always strive to make the customer key and drive teams to integrate customer service into every aspect of work.

**Continuous Improvement:** Proven ability to identify areas for further development, and able to support others in the process. Have an analytical and problem-solving approach to work. Excel at prioritising flexibly to meet rapidly changing needs.

**Organisational Skills:** Well organised, adaptable and flexible. Multitask and prioritise flexibly to fulfil all assigned tasks within time constraints. Skilled at working under pressure and confidently meet targets. Thrive on a challenge and have a proven track record of high performance under challenging circumstances.

**Communication and Interpersonal Skills:** Command exceptional communication and relationship management skills. Able to quickly build rapport and formulate relationships with individuals from all walks of life. Have an acute understanding of the need to employ empathy and sympathy within personal and delicate situations.

**IT Skills:** Microsoft Office Applications, HTML, CSS, JavaScript, PHP, React, Next.js, Gatsby, Express.js, Laravel, Web Design, Git (Version Control) and Agile Workflow

## Employment History

### **December 2022 - Jun 2023- Frontend Developer- Studio 316- Remote work**

*Worked as a subcontractor for Studio 316 ([studio316.co.uk](http://studio316.co.uk)) on one of their projects "Hexton Hills Map Creator".*

Duties and responsibilities:

- Delivering a 5 star customer experience by finding out the customer needs and delivering by exceeding expectations.
- Adding a number of different features to the web application, such as undo/redo system, tile lock, total count of tiles and more.

## **Education and Training**

### **September 2020 to June 2023- Falmouth University**

- (Graduated) BSc(Hons) Web Development

### **Hatless Talent Training (Completed)**

- Business Readiness
- Fast Track Development Project
- Frontend Development

### **September 2018 to June 2020- South & City College Birmingham**

- Computer Science and Cyber Security

## **Additional information**

### **Projects**

#### ***Albor (albor.dantcho.com)***

- A social media platform targeted at photographers built with React and Laravel. Featuring user authentication, post feed, high resolution image upload functionality, gamification (user levels and unlocks) and much more.

#### ***Personal Website (www.dantcho.com)***

- My personal website built with React. Featuring a custom-made design, a projects section and a blog.

#### ***GameR8 (www.gamer8.net)***

- A game rating website built with React. Featuring search functionality, a rating system, reviews and galleries showcasing different games.

#### ***Client Personal Website (www.georgialeksandrov.com)***

- A personal website system with an easy-to-use control panel built with Next.js & Strapi. Featuring a custom-made design, sophisticated projects gallery system and a blog system.

## **Hobbies and Interests**

During my free time, I actively stay updated on the latest web technologies while simultaneously dedicating myself to one of my personal projects. In addition to my computer-related pursuits, I also indulge in staying physically active and have recently developed a keen interest in the art of photography.

## **References**

Available on request