



Monika Borisova

CONTACT

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PERSONAL QUALITIES

- Loyalty
- Analytical thinking
- Self-discipline
- Initiative
- Good organizational skills
- Detail-oriented
- Leadership
- Problem solving

LANGUAGE

English B1 - B2

OTHERS

Driver's license - cat. B

WORK EXPERIENCE

Sales Team Manager

Kiler Storage Ltd. / Dec 2020 - present

- Conducting interviews
- Training new colleagues and providing assistance as needed
- Creating work schedules
- Preparing statements/ reports
- Organizing team-building events and parties

Sales specialist

Kiler Storage Ltd. / July 2020 - Dec 2020

- Communicating with clients via phone and email
- Contract negotiation
- Payment tracking
- Assistance with resolving received complaints
- Building long-term relationships with the company's customers

Office Manager

Master Dent clinic / Jan 2019 - July 2020

- Creating and updating medical records
- Communicating with clients and suppliers via email and phone
- Ordering office and medical supplies
- Creating schedules for doctors
- Planning business trips (booking flights and hotels)
- Issuing invoices and medical certificates
- Handling monetary transactions

Hotel administrator

Hotel Complex Aris & Adria / Nov 2016 - Dec 2018

- Welcoming, accommodating, and assisting hotel guests
- Processing reservations
- Handling monetary transactions

EDUCATION

- **Quality control of food and beverages / Technician-technologist**

Sofia High School of Bakery and Confectionery Technology / 2008 - 2012

- **Certificate in Account Management and Customer service**

Udemy / 2022