

Curriculum Vitae

Yordanka Ivanova

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EDUCATION

October 2006 – May 2008: Master of Sciences in “Anthropological studies of Mediterranean and Balkan Cultures”, University of Rome “La Sapienza”, Rome, Italy and Sofia University “St. Kl. Ohridsky”, Sofia, Bulgaria.

October 2002 – May 2006: Bachelor of Arts in “Italian linguistics”, Sofia University “St. Kl. Ohridsky”, Sofia, Bulgaria

September 1997 – May 2002 High Education: Italian language – major, second foreign language – English, “Roman Languages High School”, Burgas, Bulgaria

WORK EXPERIENCE AND MAJOR DUTIES

January 2015 – Present Supplier Services Implementation Specialist at Tungsten-Network, Sofia, Bulgaria. Implement Integrated Solution Suppliers at target levels for the Tungsten Network Services; maintain supplier-status information on the company database; technical analysis and setup: working with EDI standards, XML, CSV; FTP and SFTP protocols, AS2; managing the relationship between the suppliers and their customers; ensure client end users are properly trained in areas of the application; handle all incoming customer e-mail/telephone implementation enquiries and requests in a timely and professional manner; managing outstanding issues and keeping clients informed; ensure high levels of customer satisfaction.

September 2014 – January 2015 Account Representative at ActivTrades Plc, Sofia, Bulgaria. Working with the existing customers and attracting new customers providing them support in professional manner; receiving telephone calls, chat and email requests; providing information regarding the products of the company to the existing and the potential clients; analyzing customers problems in order to resolve them and dealing with customer complaints.

February 2010 – June 2014 Freelancer at History research assistant in the Province of Bergamo. History data research at Bergamo and Milan State Archives and different parish and municipal archives; examination of ancient documents: bills of sales, rent agreements, testaments, tenders; manuscript interpretation; proofreading and writing.

September 2011 – presently Freelance translator. Translation from Italian to Bulgarian of Instruction manuals regarding different types of Hydraulic machines; translation from English to Italian and from Bulgarian to Italian of Windows Phone and Web applications, websites: GPS navigation system, hotel booking system, software for managing patient schedule and patient profiles.

November 2008 - January 2010 Customer Access Agent at Hewlett-Packard Global Delivery Center, Sofia, Bulgaria.

First point of contact with HP NonStop server customers by phone and e-mail providing service in excellent and professional manner; identifying the type of error and the product involved and putting the customer in contact with the appropriate technically skilled staff member in order to provide efficient solution of the customer problems; coordination and control of the working process and continuous communication with the

specialists; managing customer expectations and keeping everyone up to date with progress.

August 2006 – November 2008 Translator at IGE-XAO Balkan SRL, Sofia, Bulgaria. Translation from English to Italian of Electrical CAD programs user manuals; software localization; presentation of the translated documentation according to the company requirements; registration of customer inquiries and resolving problems in a professional manner.

August 2005 - August 2006 Tutor in Italian language at Private school of foreign languages “Accent”, Sofia, Bulgaria. Teaching Italian language to groups of different age students; continuous control on the acquired knowledge in order to provide a high level of education; preparation of supplementary grammar and lexical exercises and tests; conducting conversations aimed at improving the practical skills of the students; daily report on the taught material.

January 2005 - July 2005 Tutor in Italian language at 8th High School “Vasil Levski”, Sofia, Bulgaria. Teaching Italian language to high school classes with advanced Italian language study; pupil preparation for the high school leaving examination; periodical tests on the obtained knowledge; providing parents with the information about their child’s progress; daily report on the taught material.

September 2007 Translation from English to Italian of the site <http://shara.cicom-bg.org>

April 2006 Proof-reader of the Italian dictionary “Oxford – Duden” for the publishing house “Trud”

June 2006 Interpreter “Bulgarian-Italian Commercial Festival Bravo”, Kempinski Hotel Zografski

September 2006 Interpreter “Workshop for big and medium-sized businesses, hotel Expo Sofia

October 2006 Translation from Bulgarian to Italian of the film “681”, director Yani Yanev; translation from Italian to Bulgarian of fashion catalogues and brochures for Language center “Delante” Burgas, Bulgaria.

PUBLICATION PARTICIPATIONS:

History book “Carvico alle pendici del Monte Canto”, Gabriele Medolago, Municipality of Carvico 2014

History book “Roncola San Bernardo in Valle Imagna”, Gabriele Medolago, Municipality of Roncola 2014

History book “La Parrocchia di Santa Maria Assunta e dei Santi Apostoli Pietro e Paolo in Valgoglio”, Gabriele Medolago, Parish of Valgoglio 2012

FORTHCOMING PUBLICATIONS:

History books due to be published on the towns Averara, Bani, Lovere, Osio Sopra, Paladina, Sotto il Monte Giovanni XXIII, Torre Boldone, Urgnano.

LANGUAGE SKILLS

Bulgarian - mother tongue; Italian - fluent with profound knowledge of grammar, vocabulary, language use and syntax, experience as translator and interpreter; English - fluent, advanced classes at “Roman Languages High School”, Burgas, Bulgaria and Sofia University.

PC LITERACY

MS Office, Front Page, Internet, SDLX, SDL Trados, RC Win Trans, Snagit

OTHER SKILLS AND COMPETENCES

Ten fingers typing ability

Professional courses: Global IT Security Standards, Information Security Awareness, Putting Customers First, Data Privacy Standard, Global Trade Export, Global Trade Customs, EU Competition Law Compliance, Anti-Money Laundering: Investment firms and Financial crime

Personal skills: Hardworking and responsible person; team-worker; flexible and communicative

PERSONAL INFORMATION

Nationality: Bulgarian

Date of birth: 14 September 1983

Gender: Female