



# Filip Filipov

## Experience Customer Success & Technical Support Specialist

### Contact

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0889215980

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#### Address

j.k. Trakiq, 292. Plovdiv, Bulgaria

### Education

2013 - 2018

Humanitarian High School "St. St. Cyril and Methodius"

Plovdiv

### Core Expertise

#### Technical:

- CRM (Salesforce/Zendesk)
- Network Troubleshooting
- Account/Billing Management

#### Human:

- Advanced Empathy
- Crisis Management
- Emotional Intelligence,
- Cross-functional Collaboration.

#### AI & Digital:

- AI-assisted ticketing
- Digital Literacy
- Multichannel Support.

#### Languages:

- Bulgarian (Native)
- English (C1)
- German (B1).

### Professional Summary

Results-driven Customer Success professional with **6+ years of experience** in **technical troubleshooting** and **client relations**.

Expert at bridging the gap between complex technical systems and **user needs**, maintaining **high satisfaction rates** in high-volume environments. Proven "fixer" capable of stabilizing connections and **managing cross-functional team communications** to resolve critical issues promptly.

#### 2020 – Present

ResultsCX | Sofia & Plovdiv

#### Customer care representative with English

- **Technical Problem-Solving:** Specialized in end-to-end internet connectivity establishment, reducing downtime by managing the order-to-connection lifecycle.
- **Issue Resolution: Diagnosed and resolved physical and system-level connectivity issues**, strategically **assigning engineers to complex cases to ensure prompt recovery**.
- **Process Optimization:** Clarified technical requirements and system processes for non-technical users, improving "First Contact Resolution" rates.
- **Client Retention:** Managed high call volumes and complex account billing, delivering quality service that consistently met satisfaction KPIs in a fast-paced environment.
- **Collaboration:** Acted as a liaison between multiple internal teams to rectify systemic issues, ensuring a seamless customer journey.

#### 2020 – 2020

Medicus Plovdiv | Plovdiv

#### Medical Secretary

- Streamlined patient intake and redirection processes, assisting with clinical documentation and **ensuring high standards of administrative accuracy**.

#### 2019 – 2019

Private Golden Sands | Varna, Bulgaria

#### Sales Specialist

- Boosted sales through **consultative communication in multiple languages**, tailoring product recommendations to diverse international clientele.