

TEODOR PETROV

**Technical Operations |
Automation Specialist | System
Reliability | Payments & Risk**

📍 Sofia, Bulgaria

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PROFESSIONAL PROFILE

Full Stack Developer and Automation Engineer with hands-on experience building web applications, integrating APIs, and automating workflows. Proficient in Python, Node.js, React, and AI-assisted development using prompt engineering.

SKILLS & TECHNOLOGIES

- ✓ Python
Node.js
- ✓ React | NextJS
TypeScript
- ✓ REST | FastAPI
OpenAI API
- ✓ CRM & Internal tools
Google Tag Manager
- ✓ Discord API
AI Engineering
- ✓ Prompt Engineering
Automation

EDUCATION

**Secondary Degree – Information
Technology & Graphic Design**
Computer software and hardware
Pascal
Photoshop & Illustrator
Javascript

EXPERIENCE

**Technical Operations | Automation Specialist
| System Reliability | Payments & Risk**

ES Bright Consultants

March 2025 - Present

- Built Python automation scripts and extended Discord bot functionality to automate operational reporting across departments.
- Developed and maintained marketing tracking infrastructure using React and Google Tag Manager, ensuring data accuracy across campaigns.
- Provided technical support across payments and risk operations – investigated anomalies, resolved flow issues and covered colleagues across all operational scenarios.
- Fixed technical issues with landing pages and routing infrastructure; worked with REST APIs for backend integrations.
- Operated across technical support, payments, risk and marketing simultaneously in a cross-functional capacity.

Customer Experience Specialist

Foris Europe LTD / Crypto.com

March 2024 - September 2024

- Managed customer profiles in a secure digital asset environment
- Detected and responded to fraudulent activity and implemented account security measures
- Resolved payment and account-related issues in a fast-paced financial services environment

QUALITIES

- Communication
- Organizing
- Problem-Solving
- Teamwork
- Adaptability
- Conflict Resolution
- Empathy
- Honesty

COURSES AND CERTIFICATES

SoftUni Programming Fundamentals

Class, OOP, concepts and labs

SoftUni Programming Basics

Basic programming concepts and labs

Capster

WordPress

Coursera Google Cybersecurity Professional Certificate

Network concepts, MySQL, Python, Linux

Administrative Specialist

ILIADA

July 2023 – February 2024

- Managed end-to-end processing of orders including payment tracking, logistics coordination and inventory management.
- Maintained data integrity across administrative systems and coordinated cross-functionally to resolve operational issues.

Retail Operations

Decathlon

May 2019 – May 2023

- Led shift management and daily operations
- Spearheaded local implementation of a national Ship From Store project, ensuring seamless operational launch.
- Troubleshoot hardware malfunctions and managed inventory accuracy

PROJECTS

Article Scraper & AI Content Generator

Python / OpenAI API / Web Scraping

- Built application that scrapes articles and generates summaries using OpenAI API
- Designed modular pipeline for scraping, content classification, and prompt engineering

Discord Bot Automation Suite

Python / Discord API / Automation / FastAPI

- Extended company Discord bot with automation scripts for operational reports
- Reduced manual reporting time by automating data collection and scheduled delivery

Client Website Development (Full-Stack)

NextJS / SupaBase / GitHub

- Lead the full project lifecycle: defined scope and features, sketched UI/UX, selected the tech stack.
- Delivered a complete responsive web application.
- Built both frontend interfaces and backend logic, including API integrations, to meet the client's operational needs.