

DANIEL AVRAMOV

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<https://avramov.dev/>

EDUCATION

March 2025 – **SoftUni (Software University) | Professional Module: AI Fundamentals Credential:** Sofia, Bulgaria (Remote)

November 2025 **Certificates of Excellence (Full Track)**

- **Key Courses:** Prompt Engineering, AI for Data Analysis, AI Automation, AI for Business, Privacy & Security.
- **Core Skills:** Automating customer support workflows, data analysis (Excel/JSON), and implementing AI chatbots for business.

2012 - 2016 **CULINARY ARTS & FOOD TECHNOLOGY | VOCATIONAL HIGH SCHOOL OF TOURISM AND FOOD INDUSTRY "ST. ST. CYRIL AND METHODIUS" HIGH SCHOOL DIPLOMA** Momchilgrad, Bulgaria

- Major: PROFESSIONAL COOK / CULINARY SPECIALIST

EXPERIENCE

June 2021 –

August 2024 **Amazon Delivery Service Partner | Germany** Dresden, Germany

Operations Manager / Dispatcher | October 2023 – August 2024

- **Optimized** daily delivery routes for a fleet of 50 drivers by utilizing real-time tracking tools, ensuring 98%+ on-time delivery rates.
- **Resolved** complex customer escalations and delivery issues by coordinating between drivers and the Amazon station, maintaining high customer satisfaction scores.
- **Managed** team performance and scheduling, reducing operational delays by [процент]% through proactive communication and problem-solving.

Fleet Assistant | May 2023 – October 2023

- **Streamlined** vehicle maintenance and fuel management processes for the entire fleet, reducing downtime by ensuring all vans were road-ready and compliant.
- **Coordinated** with external vendors and service centers to expedite repairs, successfully lowering fleet operational costs through efficient scheduling.

Delivery Driver | June 2021 – May 2023

- **Executed** high-volume daily deliveries in a fast-paced environment, consistently meeting strict productivity targets and safety standards.
- **Maintained** a professional relationship with diverse customers, ensuring positive feedback and reliable service representation for the brand.

ADDITIONAL DATA

- Certifications: AI Fundamentals Module (7 Course Track)
- Technical Skills: HTML5, CSS3, JavaScript (ES6+), React.js, Tailwind CSS, Git & GitHub, npm / yarn
- Interests: Workflow Automation, AI Exploring, Playing basketball, Tech Trends & AI Evolution
- Additional Language(s): English (B2), German (A2), Bulgarian (Native).