

# Stefan Kolev



## Customer Support Specialist · Digital Operations · AI-Powered Builder

- Open to remote Customer Support roles · Available immediately

Customer Support specialist with 3+ years of hands-on experience handling live chat, email, and escalated cases across gaming and telecom platforms. Known for resolving complex issues quickly, writing clear documentation, and staying calm under pressure. Currently building Pleroma Gnosis — a bilingual (EN/BG) content automation platform — which keeps my technical, communication, and problem-solving skills sharp. Available for remote customer support roles.

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Shumen, Bulgaria · Remote / Home Office

## EXPERIENCE

### Founder & Full-Stack Builder

2025 — Present

#### Pleroma Gnosis

- Designed and shipped a bilingual (EN/BG) content platform on Next.js 14, Tailwind, Supabase, and Vercel — from domain to production in weeks
- Built a 9-agent automation pipeline that researches, writes, renders video, and publishes across YouTube, Instagram, Facebook, and TikTok on a daily cadence
- Integrated Stripe for paid tiers, Supabase Auth for member accounts, and a custom Resend-based email system for transactional and marketing sends
- Drove organic reach via SEO-first content: structured data (JSON-LD), bilingual hreflang, automated sitemaps, and performance-tuned Core Web Vitals
- Own the full customer loop end-to-end: product, code, content, analytics, subscriber support, and payment/refund conversations

### Freelance Digital Professional & Self-Directed Learner

2023 — 2025

#### Self-Employed

- Completed an intensive 6-month cryptocurrency trading mentorship — learned financial markets, technical analysis, and disciplined risk management
- Built advanced proficiency in AI tooling, prompt engineering, and LLM-driven workflows for content, automation, and customer communication
- Self-directed research into digital marketing, e-commerce, and brand development — applied directly to launching Pleroma Gnosis

### Customer Support Specialist

Mar 2022 — Mar 2023

#### Kaizen Gaming · Remote

- Provided responsive customer support for a fast-paced gaming platform via live chat and email, with strict SLA targets
- Resolved technical, payments, and account-related issues while maintaining high CSAT scores
- Collaborated cross-functionally with QA and engineering to escalate and track complex cases to resolution

### Senior Customer Care Representative

Mar 2021 — Mar 2022

#### Sitel Group · Remote

- Promoted to Senior within 4 months based on exceptional performance and demonstrated leadership
- Handled escalated customer queries via email and outbound calls, applying advanced de-escalation and problem-solving
- Authored documentation and resolution guides for complex cases — improved team-wide efficiency and onboarding speed
- Mentored new team members during onboarding and ramp-up

## SKILLS

### CUSTOMER SUPPORT & OPERATIONS

Live Chat · Email Support  
Phone / Outbound · Escalation Mgmt  
De-escalation · Documentation  
SLA / CSAT · Onboarding & Mentoring

### E-COMMERCE & DIGITAL

Shopify · Stripe · SEO & Analytics  
Digital Marketing · Copywriting

### ENGINEERING & AI

Next.js / React · TypeScript · Tailwind CSS  
Supabase · Vercel · Node.js  
AI & Prompt Eng. · Automation Pipelines

### DESIGN & CREATIVE

Adobe Illustrator · Photoshop  
After Effects · Premiere Pro · Remotion

### PRODUCTIVITY

Microsoft Office · Google Workspace  
Notion · Git / GitHub

## LANGUAGES

English · Professional (C1)  
Bulgarian · Native

## EDUCATION

### Trading & Financial Markets

Professional Mentorship Program

2024 · 6 months

## Waiter

Jun 2018 — Jul 2019

### Happy · Sofia, Bulgaria

- Delivered high-quality service in a fast-paced restaurant — managed multiple tables, resolved guest issues in real time
- Developed strong interpersonal communication, multitasking, and composure under pressure

## FEATURED PROJECT

### Pleroma Gnosis — Content Automation Platform

*Live in production*

#### [pleroma.stefansalkimia.com](http://pleroma.stefansalkimia.com)

- Next.js 14 + MDX bilingual blog (EN/BG) with 50+ long-form posts and a custom living-glossary (Lexicon) that auto-cross-references every article
- Supabase backend for auth, email subscribers, paid memberships (Inner Circle), and pipeline state telemetry
- Custom Resend integration for transactional (welcome, receipts) and campaign email — no Mailchimp, full control
- Remotion-based video production pipeline: blog ' short-form cine reel + long-form manuscript render ' platform-specific cuts
- Automated SEO layer: JSON-LD @graph, bilingual hreflang, build-gated glossary validator, sitemap auto-regeneration
- Deployed to Vercel via CLI with branch previews, observability via a custom pipeline-state dashboard

Cryptocurrency trading, technical analysis, risk management

## Graphic Design Certification

### SoftUni Creative

Sep 2021 · Grade: 6.00 / 6.00

Photoshop, Illustrator, After Effects, Premiere Pro

## Interior Design

### 151 NSOU, Sofia

2012 — 2016

## SOFT SKILLS

- Problem Solving
- Analytical Mind
- Empathy
- Adaptability
- Fast Learning
- Leadership
- Teamwork
- Open-minded

## CERTIFICATIONS

### Adobe Illustrator

SoftUni Creative · Sep 2021 · 6.00/6.00

[Verify certificate '](#)

## INTERESTS

AI & Automation

Crypto & DeFi

Digital Marketing

Design

Philosophy & Gnosis

Chess