Mariyan Rusev

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Profile

UI/UX Designer with hands-on experience in Figma, wireframing, prototyping, user flows, responsive design and user-centered design. Background in technical support and enterprise environments, bringing strong analytical, problem-solving and technical skills to digital product design. Experienced in translating complex requirements into clear and functional user interfaces, with a strong focus on usability, consistency and attention to detail. Familiar with HTML/CSS and collaborative work across technical teams.

Professional experience

VoIP Support Specialist
Tiebreak Solutions

03.2025 - 09.2026 Sofia, Bulgaria

- Managed VoIP systems, call routing, and telephony configurations
- Handled escalations and coordinated with telecom providers to resolve complex call routing issues
- Configured CLI routes and provider routing for multiple offices
- Set up IVR systems and ring groups to ensure efficient call handling
- Monitored call flows and performed call analysis to identify and resolve issues

IT Support Specialist
My Synergy

05.2024 - 11.2024 Sofia, Bulgaria

- Set up and managed user accounts in Active Directory and Azure AD, including permissions and access control in Microsoft 365
- Provided remote and on-site technical support to end users, troubleshooting hardware and software issues
- Managed email accounts, distribution lists, and security groups in Microsoft 365
- Performed basic network troubleshooting, including VPN configuration and connectivity support
- Documented technical procedures, issue resolutions, and maintained IT asset inventory

Help Desk Administrator
UniCredit Bulbank

04.2022 - 05.2024 Sofia, Bulgaria

- Investigated and resolved technical issues by identifying root causes and escalating when needed
- Managed account access (reset/unlock) in compliance with internal policies
- Provided remote support for workstations, printers, and peripherals
- Collaborated with internal teams for efficient issue resolution

IT Service Desk Specialist
Tek Experts

03.2021- 04.2022 Sofia, Bulgaria

- Supported Microsoft 365 and Active Directory user management tasks
- Assisted end users with hardware, software, and connectivity troubleshooting
- Managed account permissions, password resets, and access requests
- Provided remote desktop support in enterprise environments
- Escalated infrastructure and networking issues when required

Technical Support Specialist
eero Sutherland

10.2019 - 03.2021 Sofia, Bulgaria

- Provided technical support for network setup, connectivity, and performance-related issues via phone and email
- Assisted users with configuring routers, Wi-Fi networks, and home network environments
- Troubleshot and optimized network performance to improve speed and stability
- Resolved complex technical cases using analytical troubleshooting and workaround solutions
- Processed refunds and service-related requests according to company procedures
- Maintained high levels of customer satisfaction in fast-paced support environments

Skills

- UX/UI Design
- Figma
- Wireframing & Prototyping
- User Flows
- Information Architecture
- Responsive Design
- User-Centered Design
- Usability Testing
- Adobe Photoshop
- HTML, CSS & JavaScript Fundamentals

Education

Sofia, Bulgaria

Certificate in UX / UI Design
Telerik academy 2024

Sofia, Bulgaria

Bachelor of Philosophy
New Bulgarian University 2015

Sofia, Bulgaria

High School Diploma in Finance
Business English School Evorstandart 2007

Sofia, Bulgaria