

# Aleksandar Tsankov Mladenov

Email: alex.t.mlad@gmail.com  
Phone: 0894482796  
<https://www.meetalex.org/>

## ***Programming (made with love, skill and luck).***

I am deeply passionate about Information Technology, driven by a love for development and a commitment to continuous improvement. I believe that Information Technology plays an integral role in every aspect of our lives. Currently enrolled in a BSCH of Computing Science at Griffith College, I dedicate my spare time to honing my skills in this dynamic field. I find it exceptionally inspiring to carry a computer in my pocket, granting access to the vast knowledge of humanity at my fingertips.

## **Education:**

**BSCH Computing Science (Hons) – expected graduation 2024)**

*Griffith College, Dublin, Ireland*

*Year 1: PPA is 78 - First Class Honours*

*Year 2: PPA is 77 - First Class Honours*

*Year 3: PPA is 70 - First Class Honours*

*Year 4: PPA - currently enrolled*

**Qualified Financial Advisor PIB QFA / APA – graduated.**

*University College Dublin  
Institute of Banking, Ireland*

**EFPA European Financial Advisor EFA - graduated**

*European Financial Planning Association  
Brussels, Belgium*

Portfolio Code Projects - [www.meetalex.org](http://www.meetalex.org)

GitHub Repository - <https://github.com/RickyIE>

LinkedIn - <https://www.linkedin.com/in/aleksandar-mladenov-59b15385/>

## **Programming Languages and Platforms used:**

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<b>JAVA</b>	<b>Git</b>	<b>Python</b>	
<b>HTML 5</b>	<b>SQL</b>	<b>C++</b>	
<b>CSS</b>	<b>GitHub/GitLab/Git</b>	<b>Kotlin</b>	
<b>JavaScript</b>	<b>PHP</b>	<b>Anaconda / Conda</b>	

## Work Experience

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### Digital Risk Containment Officer PTSB (Formerly Permanent TSB - Bank)

Working in the risk team to identify and log risk events in addition to providing controls testing, risk assessment, risk events, complaints adjudication and Data breach investigation.

*Dublin, Ireland*  
March 2018 - Present

- **Risk Events:** Identifying and logging risk events connected with every aspect of operations including IT and system effecting events. Investigating and preventing future trends with negative impact. Risk analysis.
- **Control Testing:** Following up with relevant departments with controls established to prevent risk events and negative impact on the business. Establishing a robust risk safety net and controls in place to prevent future risk events. Risk prevention.
- **Risk Assessment:** Calculating and establishing risk probability and impact. Using a risk calculation matrix to establish and better understand the impact which specific risk may pose on the business. Risk prediction.
- **Complaints Adjudication:** adjudicating customer complaints and first points of contact. Working together with the customer resolution centre to better understand our customer's needs. Triage any issues which may have occurred in order to minimise negative effects on our customers and other stakeholders.
- **Data Breach Investigation:** Investigating data breach occurrences within the Digital and Direct Distribution department. Daily investigation of lost, compromised or suspected of being such customer data. Retrieving, replacing, and re-issuing customer products and investigating compromised records if any.

<https://www.ptsb.ie/>

### Food & Beverage Assistant The Croke Park Hotel (The Doyle Collection)

Worked within every section of the Food and Beverage Department, making sure guests are attended with impeccable customer service.

*Dublin, Ireland*  
Jan 2014 – Jan 2018

- **Bar Service:** Morning, Afternoon and Evening – Barista, Drink Service, Cocktail Mixology. Mastering my skills in making a wide variety of drinks and enhancing my knowledge to create and serve all types of drinks for all types of occasions.
- **Restaurant Service:** Breakfast, Bar Food, A la carte and Group Functions. Taking care of our customers from morning service though lunch and evening service making sure their needs are met and exceeded as best as we can though out bar service.
- **Room Service:** Provided room service through all times of the day. Attending to our guests throughout the whole day in a 24-hour cycle.
- **Executive Lounge:** Taking care and looking after our guests while adhering to the standards of one of the highest rated hotels in Ireland. With a vast array of services take care of our guests in the best way possible.

<https://www.doylecollection.com/>