Todor Aleksandrov

CUSTOMER SERVICE & FRONT-LINE SUPPORT

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PROFILE

People-first professional with experience across five-star hospitality, first-line IT support, library front-desk service, tutoring, and Bulgarian–English interpreting. I stay calm under pressure, communicate clearly with people from every background, and see issues through to resolution — whether that's a guest at Adare Manor, a staff member locked out of their account, or a patient who needs an interpreter.

EXPERIENCE

Duty Manager (Part-Time)
Sep 2026 – Present

Aura Holohan Group · Grove Island, Limerick, Ireland

Part-time Duty Manager overseeing pool operations, staff and safety standards at the Grove Island leisure centre.

Student Centre Operations Assistant
Sep 2026 – Present

UL Student Life · Limerick, Ireland

Front-line operations support for the Student Centre, scheduled around course timetables.

Interpreter
Jun 2026 – Present

translation.ie · Limerick, Ireland

Bulgarian–English interpretation across a range of government contexts.

ICT Learning Centre Tutor
Feb 2025 – May 2025 · Sep 2025 – May 2026 · Sep 2026 – Present

ICTLC, University of Limerick · Limerick, Ireland

Tutoring in the ICT Learning Centre under UL's Centre for Transformative Learning.

Interpreter
Feb 2023 – Present

TRANSLIT · Ireland (remote/on-site)

Bulgarian–English interpretation across medical and social-service settings.

Duty Manager
Jun 2026 – Sep 2026

Askeaton Pool & Leisure · Askeaton, Co. Limerick, Ireland

Oversaw day-to-day operations of the leisure facility — staff, safety standards, and pool sessions.

Hub Staff
Aug 2025 – Oct 2025

First 7 Weeks, University of Limerick · Limerick, Ireland

Front-line student support at the UL hub throughout the First 7 Weeks orientation programme.

Temporary Computing Assistant
Aug 2025 – May 2026

Information Technology Division, University of Limerick · Limerick, Ireland

First-line IT support across UL — labs, accounts, hardware, and software.

Orientation Guide
Aug 2025 – Sep 2025

Academic Registry, University of Limerick · Limerick, Ireland

Welcoming and guiding new students through orientation week and first-week registration.

Junior Sommelier
Mar 2024 – Jul 2026

Adare Manor · Adare, Co. Limerick, Ireland

Pairing fine wines with the kitchen's tasting menus and contributing to strategic wine planning for events.

Delivery Driver
Oct 2023 – Jan 2024

Uber Eats · Limerick, Ireland

Timely and safe food delivery across Limerick.

Peer Advisor
Aug 2023 – May 2024 · Jan 2025 – May 2025 · Sep 2025 – May 2026

Glucksman Library, University of Limerick · Limerick, Ireland

Front-line service at the Glucksman Library — inquiries, tours and the Every Seat Counts programme.

PSLG Tutor
Aug 2023 – May 2024

University of Limerick · Limerick, Ireland

Peer-Supported Learning Group tutor for first-year Computer Science students.

Senior Food and Beverage Assistant
May 2023 – Mar 2024

Adare Manor · Adare, Co. Limerick, Ireland

Delivering exceptional dining experiences for premium and VIP guests at The Carriage House.

Food and Beverage Assistant
Apr 2023 – May 2023

The Devon Inn Hotel · Templeglantine, Co. Limerick, Ireland

Table service and F&B operations in a busy hotel restaurant environment.

Waiter
Feb 2023 – May 2023

WrkWrk · Munster, Ireland

Agency service work across upscale venues — Limerick Racecourse, Adare Manor and high-profile events.

Food and Beverage Assistant
Sep 2022 – May 2023

The Mustard Seed · Ballingarry, Co. Limerick, Ireland

First hospitality role — service delivery at an acclaimed country-house restaurant.

EDUCATION

Master of Science — AI & Machine Learning
Sep 2026 – Present

University of Limerick

Bachelor of Science — Computer Systems
Sep 2022 – Aug 2026

University of Limerick

2:1 Honours — QCA 3.06 / 4.00

SKILLS

Service & support	First-line IT support · Account management (MFA / password resets) · Front-of-house service · Complaint & conflict resolution · Incident handling
Communication	Bilingual interpreting (EN/BG) · Tutoring & onboarding · Clear written & verbal communication · Supporting non-technical users

CERTIFICATIONS

Customer Service: Managing Payments & Invoicing	AMCS Group
Certificate of Language Ability - C2	TRANSLIT
Introductory Sommelier	Court of Master Sommeliers Europe
EFSET English Certificate 76/100 (C2 Proficient)	EF SET

LANGUAGES

English — bilingual (C2) · Bulgarian — native