

Desislava Zhelyazkova
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CURRICULUM VITAE

Profile:

Demonstrated potential for success in a multinational environment. Enhanced language skills combined with a proven success in competitive multinational academic and business environment.

Work experience:

08/2007 – present

North Atlantic Treaty Organization (Supreme Allied Command Transformation, Staff Element Europe, SHAPE, Belgium)
Legal Advisor-Intern

- Drafted legal opinions on the application of EU law
- Wrote and edited articles for the monthly electronic NATO Legal Gazette
- Edited 250 page NATO legal deskbook
- Organized the 2007 Administrative Law Conference of NATO Legal Advisors
- *Rapporteur*, 2007 Legal Advisors Course at NATO School, Oberammergau, Germany
- Created and designed SACT SEE Legal SubWeb on NATO Secret LAN providing content using NATO WISE web-tools
- Developed comprehensive proposal for web-based internet collaboration tools suitable for the NATO Legal Community adopted by NATO Headquarters

11/2006-07/2007

Fredhopper B.V, Amsterdam, The Netherlands
Customer Support Manager

- Drafted and negotiated service Support Agreements for the new customers
- Maintained the knowledge handling system in Sugar CRM software that included updating the content and managing the incoming support cases. Main task was judging the severity of the support case, referencing customer's Support Agreement, prioritizing, and assigning to suitable IT engineer for resolution

- Led project replacing Sugar CRM with JIRA, a more powerful search engine with wikipedia and cross-reference capabilities
- Supervised the subordinate IT engineers within the department
- Prepared customer-tailored presentations of the enterprise search software developed by our team for sales channels
- Led meetings with customers in emergency situations where a live system stand-still or serious malfunction occurred

08/2006-10/2006

Regional Court - Plovdiv, Bulgaria
Graduate Trainee

- Worked for supervising judge in Civil, Administrative and Criminal departments, prepared draft decisions, conducted legal research, and assisted during hearings in court

09/2003-07/2004

Newspaper "Nedelnik", New York
Columnist, writer

- Wrote weekly column "Minutes With Your Lawyer"
- Advised on U.S. immigration law issues
- Edited written materials ready for publishing

07/2003-08/2003

Bulgarian Consulate General, New York, USA –
Legal Intern

- Worked closely with the Permanent Mission to the UN in New York on UN legal matters of national interest to Bulgaria
- Provided Consular Services including: interviewing visa interviews applicants, drafted recommended actions for the Ambassador

10/2001-07/2002

Mihailov Law office
Assistant

- Prepared authorization letters and legalized them before notary
- Provided customer support on the phone
- Drafted legal opinions for the senior lawyer

Higher Education:

2005 – 2006 *University of Amsterdam Law School, The Netherlands*
Master in International and European Law

1998 - 2005 *University of Plovdiv Law School, Bulgaria*
Master in Law, with Honors

Complementary education:

11/2005 - 03/2006 *Teresa Mom Consultancy, Amsterdam, The Netherlands*
Personal Development Program: Training in Human Resources and Time Management, Negotiation Strategies and Leadership

01/2004 – 05/2004 *Zoni Language Centers, NYC, USA*
Certificate program in Business Communications, Management and Practice

09/2002 – 12/2003 *Zoni Language Centers, NYC, USA*
Certificate for completed English as a Second Language course

Publications and achievements:

NATO Legal Gazette, Issue 9, November 2007 – *EU law applicability towards NATO?*
In August 2005 granted a full scholarship for the LLM program (in International and European Law) in the framework of the MATRA training for European Cooperation funded by the Netherlands Ministry of Foreign Affairs

Languages:

Mother tongue: Bulgarian
Fluent English (written and spoken)
Good knowledge in German
Reading and understanding skills in Russian
Basic French

Computing:

Basic Web design knowledge, MS Office, Internet, Sugar CRM, Fredhopper, Access, TRIM, Jira, WISE

Additional Information:

NATO Secret Security Clearance

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References:

Furnished upon request