KONSTANTIN ANGELOV

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linkedin.com/in/konstantin-a-7774aa62/ | EU citizen, eligible to work in Switzerland | Open to relocation to Zurich

PROFILE

MBA-qualified professional with a background in international corporate client management, entrepreneurial experience, and practical hands-on involvement in property improvement and management projects. Brings broad experience and sound judgement, with practical approach to problem solving.

PROFESSIONAL EXPERIENCE

Founder & Operator | bubble.ride | Sevenoaks, UK | 2024–Present

- Founded and operate bubble.ride, a licensed private-hire transport business, taking responsibility for launching the service, supplier relationships and day-to-day operations.
- Independently navigated unfamiliar local licensing and regulatory requirements to establish and operate a compliant private-hire transport business.
- Designed the customer booking experience, including interface layouts, information requirements and process flow; commissioned and coordinated external developers to implement the system.
- Established and maintained customer service standards, focusing on reliability, clear communication and a consistently positive customer experience, reflected in customer reviews.
- Used AI tools to support business planning, technical problem-solving and design improvements to digital customer journeys.

Customer Relationship Manager | Fitch Learning | London, UK | 2023 – 2023

- Managed corporate client relationships, identifying professional training needs, developing proposals and coordinating internal stakeholders to deliver learning solutions.

Head of Sales | London Financial Studies | London, UK | 2015 – 2022

Career progression: Junior Programme Advisor → Senior Programme Advisor → Business Development Manager → Head of Sales

- Developed client relationships with major international financial institutions and senior stakeholders while progressing through increasingly responsible commercial roles.
- Reported directly to the company owner, contributing to commercial strategy, internal process improvements and team training and development.
- Identified opportunities to improve commercial efficiency and develop new services within tight budget constraints, exploring low-cost productivity tools, pricing strategies and e-learning initiatives.
- Provided training and day-to-day guidance to two colleagues, contributing to annual performance reviews and supporting their professional development.
- Participated in recruitment, interviewing candidates and recommending hires for client-facing roles.

PROPERTY AND BUILDING EXPERIENCE

Founding Director (unpaid) | Residential Right to Manage Company | Sevenoaks, UK | Oct 2026–Present

Leaseholder-led governance for an occupied, 11-apartment residential building. One of four founding directors.

- Helped establish a Right to Manage company for an 11-apartment residential building, enabling leaseholders to take greater responsibility for building management and maintenance.
- Actively involved in liaison with the managing agent and other directors on building defects, service standards, maintenance priorities and forward planning.
- Proactively investigated and documented persistent water ingress and property deterioration, maintaining detailed photographic evidence, identifying potential causes and pursuing remedial action with the managing agent and other responsible parties.
- Working with fellow directors to plan building improvements, including communal refurbishment, insurance arrangements, fire safety compliance and contractor selection.

- Initiated discussions with telecommunications providers and Openreach to arrange fibre broadband access for the building.

Independent Residential Refurbishment & Improvement Projects | UK | 2024 – Present

- Coordinated and contributed hands-on to four complete residential refurbishments (three apartments and one house) and more than 15 separate smaller projects, ranging from domestic office spaces, domestic layout changes, and more. Worked with builders and specialist trades, overseeing workmanship and sourcing materials.

- Interpreted building drawings and contributed to practical decisions on property layouts, heating systems, insulation and interior improvements, working with contractors to balance functionality, energy efficiency, aesthetics and budget.

RELEVANT CAPABILITIES

Stakeholder communication at all levels • Operational ownership and service delivery • Contractor and supplier coordination • Residential refurbishment project coordination and oversight • Practical understanding of building drawings and refurbishment work • Process improvement and efficiency • Regulatory research and implementation in a regulated transport service • Translating stakeholder requirements into workable improvements, selecting materials and liaising with tradespeople

EDUCATION AND ADDITIONAL INFORMATION

Master of Business Administration (MBA) | University of Illinois Urbana-Champaign | 2023 | GPA 3.9/4.0

Bachelor's Degree in Finance and Management | BPP University, London | 2011–2014

Languages: Bulgarian (native); English (fluent); German (A2, currently studying at Goethe-Institut, A2.3).