

Dimitar Tsvetkov

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AI Customer Success | Implementation & Delivery | Solutions

PROFILE

Customer Success and delivery professional with 6+ years at OpSec Security (customer onboarding, training, escalations, SaaS subscription service Pricing Radar, enterprise clients such as Samsung, Philips and Nikon) and hands-on software and AI engineering skills. Since 09/2025 freelance software developer; builds LLM applications and works daily with AI agents (Cursor cloud agents, ChatGPT, GitHub Copilot, Gemini, Grok Bot). Bridges customers, product and engineering for AI adoption and implementation. German C2, English fluent; available immediately.

PROFESSIONAL EXPERIENCE

Freelance Software Developer | Self-employed | 09/2025 – Present

- Software development for small clients, including a hotel property management system (PMS) built with Java, Spring Boot, React, TypeScript and SQL.
- AI-assisted engineering workflow: Cursor cloud agents implement tickets as pull requests; ChatGPT reviews them; CI gates every merge; specification and approval remain manual.

Customer Success Manager (previously Test Purchase Manager) | OpSec Security GmbH, Munich | 04/2019 – 08/2025

- Led Pricing Radar, a B2B subscription service (platform access plus research services) for brand owners, and the test-purchase centre; supported enterprise clients such as Samsung, Philips and Nikon.
- Coordinated international customer requests, a global partner-agency network and internal teams; onboarding and training for internal systems, customer master data and access setup, first-level support and escalations.
- Improved data fields, templates and quality processes; contributed to approximately 50% fewer client complaints in FY2023 vs. FY2022.
- Prepared monthly invoicing and partner payments with Finance. Title changed to Customer Success Manager with a new company job-family structure.

Freelance Data Analyst / Operations Coordination | OpSec Security GmbH | 04/2014 – 03/2019

- Analysed operational and customer data, prepared reporting, coordinated external partners and improved documentation and quality controls.

Self-employed Web Designer / Software Developer | DTsvetkov.de | 09/2010 – 12/2024

- Web and software projects for small businesses, from requirements clarification through implementation and support (part-time, parallel to other roles).

Online Marketing Manager | Seokratie GmbH | 10/2010 – 05/2014

- Client-facing SEO and digital marketing projects, reporting and optimisation.

Project Management Assistant | Nokia Siemens Networks / nomiko e.V. | 03/2008 – 06/2010

- Technical and commercial coordination, project documentation and follow-up for mobile-network infrastructure projects.

AI PROJECTS

AI Booking Assistant for Hair Salons (hair-salon-booking) | TypeScript, NestJS, React, PostgreSQL, OpenAI API | 10/2026 – Present

- German-language AI agent that books appointments via guarded tool calls: a database booking engine, not the LLM, decides availability; personal data and one-time codes are kept out of the model context.
- Offline evaluation suite with 100+ German and multilingual test scenarios and versioned prompts (prompt engineering); built with Cursor agents. Prototype, not yet in production.

Hospitality Suite – Hotel PMS (hospitality-suite) | Java 25, Spring Boot, PostgreSQL, Next.js | 07/2026 – Present

- Room board and hotel operations platform developed with Cursor cloud agents in a ticket/pull-request workflow; ChatGPT-based PR reviews and CI test gates before each merge.

SKILLS

- AI & LLM: AI agents, LLM application design, OpenAI API, prompt engineering, tool calling with guardrails, LLM evaluation, agentic coding with Cursor cloud agents
- AI tools (daily use): ChatGPT, Cursor, GitHub Copilot, Gemini, Grok Bot

- Customer Success & Delivery: onboarding, user training, implementation coordination, escalation management, SaaS subscription service, enterprise stakeholders, process and quality improvement
- Engineering: Java, Spring Boot, JavaScript, TypeScript, React, Next.js, NestJS, SQL / MySQL / PostgreSQL, REST APIs, Postman, Git, CI/CD, software testing
- Other: driving licence B; EU citizen; open to relocation to Zurich

EDUCATION

- SoftUni – Professional diplomas: Back-End Software Engineering (Java) and Front-End Development (JavaScript), 01/2026; Software Engineering & DevOps (grade 6.00/6.00); AI Basics (SoftUni AI, 2026).
- LMU Munich – University studies in Business Mathematics, Media Informatics and Statistics (2006–2019; no degree).

LANGUAGES

German: C2 (near-native) | English: fluent | Bulgarian: native