

DESI SLAVA TSVETANOVA

I help people switch perspectives and find new opportunities and solutions to reach their goals

+359 897249256 @ desy.tsvetanova@gmail.com

https://www.linkedin.com/in/desislava-tsvetanova-b99b85138/ Sofia, Bulgaria



EXPERIENCE

Business Process Management Lead

Lufthansa Technik Sofia 01/2017 - Ongoing Sofia, Bulgaria

Aircraft maintenance, repair, overhaul and modification services

- Analyze, develop and standardize 77 material management processes for 6 Lufthansa Technik facilities in Europe and USA
- Align and agree on process improvements with the needs of all 10+ stakeholders and customers and reflect them into the process maps
- Identified training needs and developed training programs for 28 roles in Material Management department
- Performed gap analysis and developed concept for process compliance at LHT Material Accounting in 62 worldwide subsidiaries
- Created and implemented Process Confirmation tool (spot checks system) to help leaders identify gaps and areas for improvement

Continuous Improvement Coach

Lufthansa Technik Sofia 2019 - Ongoing Sofia, Bulgaria

Aircraft maintenance, repair, overhaul and modification services

- Coached 11 leaders to build flexibility and resilience in their leadership approach
- Coached three teams to define their annual goals, roles, and responsibility and to build trust, commitment, a sense of meaning, and contribution to the overall vision
- Organized and facilitated workshops as a change driver and compliance culture expert in 3 company projects focused on mindset and behavioral change

Purchasing Specialist

Lufthansa Technik Sofia 2011 - 2017 Sofia, Bulgaria

Aircraft maintenance, repair, overhaul and modification services

- Ensured material supply for 50+ Aircraft Line and Base Maintenance events
- Identified and proposed 5+ improvements to Material supply processes
- Collaborated with 5+ stakeholders and customers to ensure on-time delivery of all needed materials

Aircraft Engineer

Hemus Air 2008 - 2011 Sofia, Bulgaria

Bulgarian Airline and MRO

- Maintained technical data for 10+ aircraft and their components
- Planned and prepared 20+ Line and Base Maintenance Work packages for Hemus Air's fleet and external customers
- Analyzed maintenance data and events, and prepared monthly reliability reports

EDUCATION

Business Logistics - Master degree

University of National and World Economy 06/2006 - 2010

Aircrafts Operation and Maintenance - Bachelor degree

Technical University of Sofia 06/2001 - 2006

Mathematics and Information systems - High school's degree

High school of Mathematics and Science 1995 - 2001

WHO AM I

I believe in the boundless human potential and I love challenges of life.

My mission is to challenge and support people to identify and expand their potential by consulting, mentoring and coaching.

I communicate in a way to understand what is said and not said, to integrate and accurately evaluate multiple sources of information and make interpretations that help the client gain insights and new perspectives to reach desired goals.

I change the world one conversation at a time.

SKILLS

Process Sketch and Mapping SOPs

Process Optimization Process Innovation

Project Management

Product Development Marketing

Communication Facilitation

Problem-solving Coaching Mentoring

MY STRENGTHS



Co-creating relationships

I establish trust and am fully conscious and present to create spontaneous relationship with the client, employing a style that is open, flexible and confident.



Communicating Effectively

Active Listening: I am focusing on what the client is saying and is not saying, to understand the meaning of what is said in the context of the client's desires, and to support client self-expression.

Powerful Questioning: I am asking questions that reveal the information needed for maximum benefit to the relationship and the client.

Direct Communication: I am communicating and using language that has the greatest positive impact on the client.

CERTIFICATION

Associate Certified Coach (ICF ACC)

International Coaching Federation, March 2022

Erickson Solution Focused Coach Diploma

Erickson Coaching International, February 2021

Lufthansa Group Continuous Improvement Coach Diploma

Lufthansa Group, August 2019

LTSF Leadership Academy

Lufthansa Technik, March 2019

Project Management Fundamentals

Lufthansa Technik, September 2018

Transformation Project Management

Lufthansa Technik Lean Academy, August 2018

Process Architect Journey (BPM, PA, PPM, Innovation and Optimization, Change Management, Moderation)

Lufthansa Group, November 2017

Lean Intensive (Lean Basics, Diagnosis and Design, CI)

Lufthansa Technik Lean Academy, July 2017

Lean Facilitator

Lufthansa Technik Lean Academy, April 2017

Performance Dialogue

Lufthansa Technik Lean Academy, March 2017

INDUSTRY EXPERTISE

Aviation



Supply Chain and Procurement



Business



Marketing



ENTREPRENEUR EXPERIENCE



Founder

📅 2021 - Ongoing

The Lady with Six Hats

Help women to keep life-work balance and develop their inter and intra personal intelligence

- Inspiring and empowering women to become conscious and confident with what they want to achieve and helping them overcome what is on their way to making it a reality
- Mentoring women on how to consciously manage their time, energy, focus, and efforts
- Helping women develop their emotional intelligence and relationships

MY STRENGTHS



Facilitating Learning and Results

Creating Awareness: I am integrating and accurately evaluating multiple sources of information and making interpretations that help the client to gain awareness and thereby achieve agreed-upon results

Designing Actions: I am creating with the client opportunities for ongoing learning and for taking new actions that will most lead to agreed results

MY PROJECTS

Framework for Assignment of Responsibilities (FAR+)

📅 2017 - 2018 📍 Sofia, Bulgaria

Lufthansa Global Business Units Process Standardization and Orientation

Ensure worldwide compliance after process design and change

📅 2017 📍 Hamburg, Germany

Process Compliance at LHT Material Accounting in 62 subsidiaries

We create tomorrow

📅 2019 - 2020 📍 Sofia, Bulgaria

Shaping our future by mastering complexity

Compliance Culture

📅 2021 - Ongoing 📍 Sofia, Bulgaria

Shaping the safety and compliance culture

- Facilitating collective learning process that makes compliance awareness an integral part of any daily routine
- Performing Compliance Culture dialogues within the organization
- Supporting environment that shifts perspective from Me to We

MY PASSIONS



Jazz



Books



Learn and be Curious



Coaching