



*TEODORA (BG)*

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## Background

- 1. What is/was your parent's or other important family member's vocation? How many brothers/sisters do you have? Are they older/younger than you?**

*My mother is working in a bank. She used to be an inspector, and now she is a (CSR) customer service representative. My father is an engineer-constructor. I have a brother, seven years younger than me. He is a student in the Technical University in Gabrovo.*

- 2. Where did you spend most of your time when growing up? What kind of area was this – city, town, rural, etc?**

*While growing up, I have spent most of my time in Gabrovo- the town I was born in. Sometimes, during the summer, I stayed for few weeks with my grandparents. They live in a village near Gabrovo. Although I could say that most of my time was spent in the town.*



- 3. How did you spend your leisure time?**

*I have spent my leisure time reading books, going out with friends. As most of the children, I loved to watch television, or play games, such as hide and seek or dodgeball. As a teenager, I often went swimming with my friends, solved crosswords and rode bicycle or went dancing. Even now, I often ride bicycle.*

- 4. Did your parents or other important persons express an opinion about how a good/perfect girl has to be (clever, sweet, wild, pretty, shy, etc...)?**

*Yes, my mother often expressed opinion about how a good girl has to behave. In her opinion a girl should be clever, patient, modest and hardworking. Despite her opinion my father thought that it is normal for a girl to be a little wild and naughty as well.*

- 5. What gender was your closest friend when growing up? Did this person/ these people express opinions about how a cool/perfect girl has to be?**

*My closest friend when growing up was a girl. She never expressed any special opinion about how a perfect girl has to be but she has models she wanted to follow- mainly actresses playing in action films. Later on she started to learn fight sports such as aikido.*

- 6. What kind of occupational careers did your friends take?**

*One of my best friends since my teenage years is a web designer. My ex roommate is a credit inspector in a bank. My friend from the university is a programmer. Now I have friends taking variety of occupations- a seller in a shop, waitress tailors.*

- 7. Did you have role models you wanted to follow? If so who were they and what were their characteristics that you wanted to follow?**

*No, I did not have role models but I certainly wanted to have some characteristics such as – cleverness, precision and to be in good physical shape. In fact, when I was a little girl, I wanted to be a teacher and do all the things that teachers do. So if I have to describe my model- these were the teachers in the primary school.*

# Actual vocational situation

## 1. What are your earliest memories on deciding about the job you now have?

*My earliest memories are since the time I was in ninth grade. The computers were just entering in our daily lives and my mother had one in her office. In the language school we had to choose which class we would like to take – informatics or typewriting. At this time I decided that the computer science seems quite interesting and that I would like to deal with it in future.*

## 2. Who or what were the initial triggers?

*Perhaps the initial trigger was one of my teachers in Mathematics, who suggested that computer science is the science of the future.*

## 3. How did the decision evolve?

*During the period of 1997-1998 the computers became more and more popular. I knew that I would like to work in the computer field so I have decided to learn Informatics in the university and work in this sphere.*



## 4. What aspects of ICT do you find particularly appealing?

*Information and communication technologies are very interesting field which is developing very quickly. It is also a very wide area and this is part of its charm. New inventions are made; every day new technologies are developed. Computers are able to solve plenty of problems in different aspects of our life. Communication has never been so easy. Computers offer us new kinds of entertainment. If I have to answer in short what aspects of ICT do I find most appealing, I would say that this is the new inventions appearing and the impatience while waiting for the new technical “miracle” to appear!*

## 5. Do you work in a team or alone?

*I work in a team of four people and despite that every day I have to communicate with vendors and engineers.*

## 6. What do you do in your job?

*I am responsible for spare part ordering, helping the engineers find a decision in complicated situations, communicate with vendors /delivery partners/, organizing the team of my inferior colleagues in tracing of shipments, invoicing, advising and observing the service engineers for the correctness of the spare part numbers they need, taking care for the service cases to be closed in time, technical escalations.*

## 7. What does one of your typical work-days look like?

*The first thing I usually do is to check my e-mail. Write a list of my tasks for the day. Check the inquiries placed by our technicians in our internal database and answer them. Check the delivery orders. Brief talk with my colleagues about what their tasks for the day are and if they need any help. Placing some orders. Checking the spare parts that are delayed. Checking all the repair cases that were not closed in time. There are always some things to be done that arise during the working day, so I always have in mind that I shall need some time for them as well.*

## 8. What aspects of your job do you like the most and the least?

*I do like the fact that I am able to communicate with plenty of people- service engineers, delivery partners. I also like the technical part of my job- I like reading service manuals or bulletins looking for a non-conventional solution. I like the way I feel when a solution of a complicated problem is found. I like the fact that we have the opportunities to learn new things or get certified. I also like my colleagues, the team I work with. They are all very intelligent and with since of humor. They are all professionals and it is a pleasure working in team like this.*

# Supporting/Impeding factors

## 1. Could you please describe your vocational career?

*I would describe my career as a successful but difficult to achieve. A lot of hard work is needed. A desire for learning is also a necessity. Although, as people say, "enough is never enough".*

## 2. What factors and people supported you in your career choice and development?

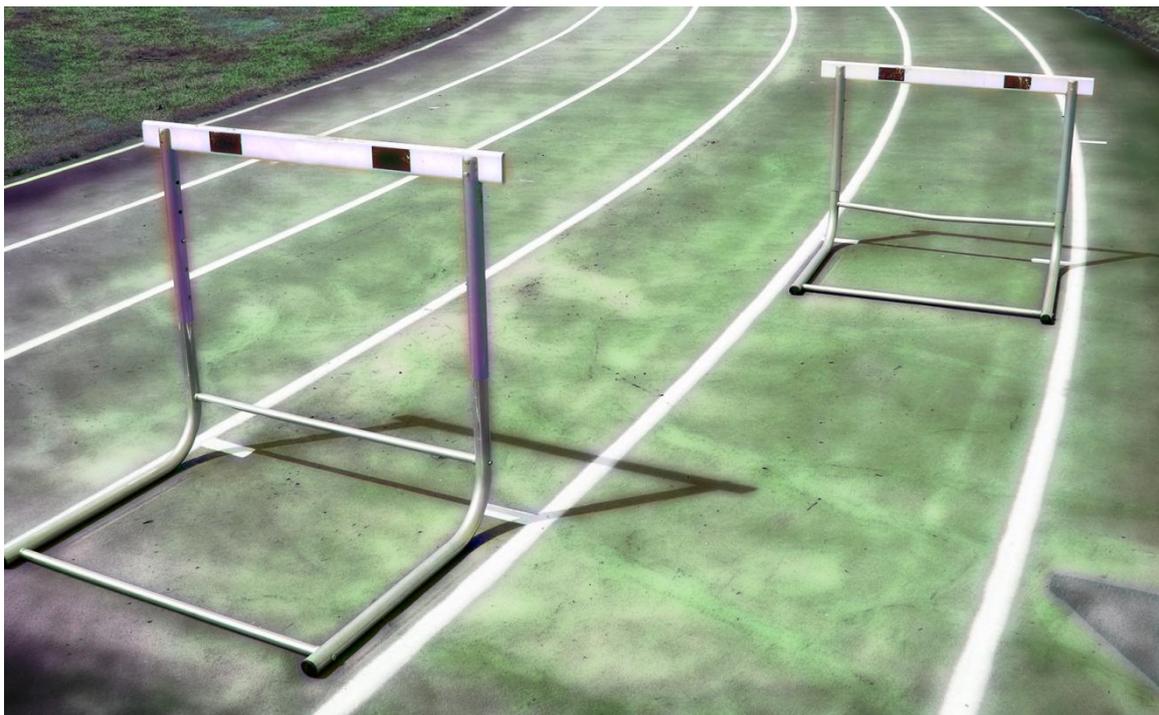
*My parents had always been very supportive about my career. My teachers in Mathematics were also a support. As for the factors, I could say that there is always a little bit of luck and strong will-that is what helps the most.*

## 3. What factors and people hindered you in your career choice and development? How did you overcome them?

*I cannot say that I have met some real obstacles in my career. Difficulties could always be overcome with strong will and hard character. Nowadays employers are looking for well qualified people with desire to work and learn. If a person has these qualities, there a good chance to overcome all the obstacles that might arise with the support of his colleagues and employers.*

## 4. Why did you choose this job/these jobs?

*As I have mentioned above, I have always wanted to work in this field and when I understood that there is an open position in the company I still work, I was absolutely sure that I am going to apply. As the time went by, I started to like the job more and more and started to make more efforts in educating my self and improving my skills*



# The private person

## 1. How do you spend your time off?

*I use my days off to ride bicycle, go out with friends, read books, listen music, and watch television. Recently I have tried to play tennis. In the summer I go swimming.*

## 2. Do you have children? If so what gender/age?

*No I do not have children.*

## 3. Is your spare time influenced by your job? If so how?

*Yes, my spare time is influenced by my job. Sometimes I have to use my spare times to read books regarding my work tasks instead of novels. Since this field is changing very quickly, new things appear every day and I have to be up to date if I want to be a real professional.*

## 4. What are your main interests besides your job? Do you have any hobbies?

*Since we stay sitting all day long, besides my job I try to spend as much time as possible for sports. I like reading books and play computer games.*

## 5. In brief, how would you describe yourself as a person? Serious, thoughtful, friendly?

*I would say that I am hardworking, serious, clever, communicative, optimistic person with a sense of humor.*



## Advice for others

1. **Would you encourage other women to work as IT specialists? Why? How would you encourage them?**

*Yes, I would encourage other women to work as IT specialists. This is an interesting field, which is developing very fast. There are good perspectives for realization. The IT sphere has many forms and sub-spheres, such as programming, administrating, design and all of them give excellent chances for successful career. A lot of fascinating thing are about to happen in the IT area and it is a great challenge to be part of the technical revolution of the humankind!*



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