

Anna Ulyanova

PERSONAL DETAILS

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Address: 6E Tahora Ave, Remuera, Auckland 1050
Residency status: Work Visa/Full work permit

KEY SKILLS

- Work experience in IT environment (project administration, service delivery, sales support).
- Solid customer service experience.
- Knowledge of ITIL, MOF, PMBOK principles.
- Working knowledge of internal information systems and project management tools (e.g. HP Service Manager 9.21, Microsoft Business Solutions-Navision).
- Strong problem-solving skills.
- Excellent at multi-tasking.
- Ability to work in a team and individually.
- Strong planning and organizational skills.
- Excellent at self-management, time-management, conflict-management.

PERSONAL ATTRIBUTES

- Outcome focused.
- Highly self-motivated and enthusiastic.
- Attentive.
- Reliable and punctual.
- Self-aware and self-discipline.
- Flexible.
- Open-minded and willingness to learn.

WORK EXPERIENCE

Medtech Global

March 2014 - December 2014

Auckland. The leading software provider of primary health solutions in Australasia.

Sales Support Administrator (Fixed-term contract)

Responsibilities

Sales Coordination:

- Quotation, invoicing, financial documents control.
- Processing software licensing enquires and fees (i.e. upgrade license requests).
- Preparation and follow up of sales contracts.

Implementation projects administration:

- Coordination of customers' enquiries within implementation team.
- Responsible for project schedules and financial documents.

Training Coordination:

- Managing all incoming training enquiries: internal/external training, engineer courses, E-learning.
- Coordination of conferences around the country including arranging invites, managing RSVPs.

Customer service:

- Confer with customers in order to provide information about products and services, taking orders.
- Maintain customer records and databases, using automated system (CRM, Navision).
- Keep records of customer interactions and transactions, recording details of inquiries/complaints.

Achievements

- Licensing activities and requests are completed on time and free of omissions.
- Annual invoices and sales agreements are processed on time, are accurate.
- Customer enquiries are responded to within agreed timeframes.

Auckland Regional Migrant Services

March 2013 – July 2013

Auckland. Settlement support for NZ migrants.

Employment Project Assistant (Volunteering)

Responsibilities

- Customer service.
- Gathering and compilation data for reports.
- Telephone clients for follow-ups and further assistance.
- Material preparation for workshops.
- Reception duties and general administration.
- Data entry.

Achievements

- Successful completion of reports for Ministry of Social Development.
- Effective customer support.
- Reorganised and improved the file and data system.

Croc Incorporated

January 2011 – February 2013

Moscow System Integrator, the leading Russian company in IT infrastructure creation.

Service Delivery Administrator

Responsibilities

- Customer service and support in Computer and Storage System Department.
- Coordinating service calls for warranty support/Responsible for meeting SLAs requirements.
- Cooperation with leading IT hardware vendors: Dell, HP, IBM, EMC, Oracle, Hitachi, Symantec.
- Coordinating the work process between several departments and work teams.
- Tracking service agreements, warranty status and deadlines.
- Providing regular service reports directly to vendors and customers.
- Part's logistics management, using control systems Dell WWTS, Dell DOSD, HP Global CSN.
- Responsible for warehouse of parts, depreciation control.
- Financial documents (payments) control.
- APOS sales (warranty support for Dell systems after point of sales).
- Updating and maintaining Knowledge Base.
- Presentations for new colleagues.

Achievements

- Starting from scratch, organisation and managing the project for APOS sales.
- Productive managing the project for short-term customers.
- Increased profit for 2 projects.

EDUCATION

Auckland University of Technology

- **Master of Service-Oriented Computing, 2013**

Core courses: Service Relationship Management, Cloud Computing, Service Science for IT, Service-Oriented Architecture.

Moscow Power Engineering Institute (Technical University)

- **Qualification of Engineer with the specialty in Information Systems and Technology, 2012**

Core courses: Information Systems Administration, CASE-technologies of Software Development, Computer and Systems Architecture and Management, Theory of Information Process and Systems, Optimization Methods.

LANGUAGE SKILLS

- **English** fluent
- **Russian** fluent / native

REFERENCES

Available on request.