

# Arseniy Naumov

Business management certificate at **Brigham Young University-Idaho**  
Applied Business Management, grad Apr2024

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## EXPERIENCE

### **SkyEng Co., Russia (remote)** — Introductory Lesson Specialist/Salesman

NOV 2022 - JAN2023

conducted the online introductory lesson for prospective English language online school students, helping them determine their level of English, strengths, and weaknesses of their knowledge, optimal duration, volume, and price of the suggested classes. Helped clients to pay for the course and oriented toward their first real lesson. More than 100 sales in two months, \$2000 total

### **2Berega Co, Ufa, Russia — Delivery Driver**

JUNE2020 - SEP2022

Route management, strict order control, driving in hard traffic and all weather conditions, customer service, delivery of orders from online restaurants, and car maintenance. More than 11000 successfully delivered orders and happy clients.

### **UralGroup LLC , NizniyNovgorod, Russia — Internet Technitian**

JAN 2020 - JUNE2020

Arriving at clients' addresses, installing hardware for the wired and wireless connection in apartments, launching and tuning internet connection, fixing wifi router settings, offering additional GPRS services, materials, and time self-management. More than 400 happy clients.

### **Barter.Alahona.ru, Ufa, Russia — Assistant Director**

NOV2018 - JAN2020

Assisting in major business decision-making, negotiations, office management(3-6 people office), project management (created a clothing store and led it to the sales level of \$ 30,000 sales/month), document and contract management, interpreting, graphics design (first logo of the company 2018-2020), security issues, stock, and logistics management in a small IT start-up

### **GiGas, Ufa, Russia — Defected Goods Storage Manager**

MAY2016 - NOV2018

Incoming calls registration and customer service in compliance with company standards; quality and service claim management; pre-trial conflict resolution in

## SKILLS

- Business Assistance
- Computer Graphics and Logo Development
- Hand drawing and sketching
- MS Word, Excel, Visio, PowerPoint,
- Typing (35wpm)
- HTML5, CSS, Javascript beginner
- Simultaneous and sequent translation,
- Business Assistance
- Small project management,
- Customer Service and Warranty Claim management,
- General Document and Office Management,
- Storage and Warehouse management
- Wide Format Printing,
- Computer Hardware,
- Public Speaking and Presentations,

## LANGUAGES

Russian 100%  
English 90%  
Ukrainian 60%

the warranty aspect; additional sales of discounted goods; defective goods storage management; document management, interdepartmental coordination; and occasional special case investigations.

up to 50 customer claims successfully resolved per month;

more than a 20% decrease in defective goods storage inventory through proper supplier warranty claims.

## **PLANETA, Ufa, Russia — Customer Service Manager**

JUN2015 -MAY2016

Incoming calls registration and customer service, according to company's standards; quality and service complaint management; pre-trial conflict resolution; additional kitchen appliances sales according to customers' needs; document and contract management, interdepartmental coordination;

up to 30 income calls and complaints registered daily;

more than 1000 custom furniture sets successfully assembled by the service department.