

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 personalized introductory sessions for prospective students at an online English language school, assessing their English proficiency, identifying strengths and weaknesses, and recommending suitable course plans. Facilitated the enrollment process and ensured a smooth transition to initial lessons, **resulting in over 100 sales totaling \$2,000 within two months**

Ural Group LLC , Nizniy Novgorod, Russia — Internet Technician

JAN 2020 - JUNE2020

Visited client locations to install and configure wired and wireless internet connections in apartments, including setup of Wi-Fi routers and software adjustments. Offered supplementary GPRS services, managed materials and scheduling independently. **Achieved satisfaction from over 400 clients**

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

NOV2018 - JAN2020

Contributed to significant business decisions, negotiations, and office management (3-6 person team). Led project management efforts, **successfully establishing and managing a clothing store that achieved monthly sales of \$30,000**. Oversaw document and contract management, managed payroll for the staff, and handled graphic design responsibilities, including the design of the company's initial logo from 2018 to 2020. Managed security, purchases, and logistics in a small IT startup

GiGas, Ufa, Russia — Defected Goods Storage Manager

MAY2016 - NOV2018

Registered incoming calls and provided customer service adhering to company standards. Managed quality and service claims, preemptively addressing warranty-related conflicts and facilitating pre-trial resolutions. Successfully promoted additional sales of discounted products and efficiently managed defective goods storage. Oversaw document management, facilitated interdepartmental coordination, and occasionally conducted special case investigations.

Successfully resolved up to 50 customer claims per month. Achieved over a 20% reduction in defective goods inventory through effective supplier warranty claims

SKILLS

- HTML, CSS
- JavaScript (beginner)
- MySQL (beginner)
- Logo Development
- Corel Draw, Corel Photo-Paint
- MS Word, Excel, Visio, PowerPoint
- Hand drawing and sketching
- Typing (35wpm)
- Simultaneous and sequent translation,
- Business Assistance
- Small project management
- Customer Service and Warranty Claim management
- Storage and Warehouse management
- Wide Format Printing,
- Computer Hardware,
- Public Speaking and Presentations

LANGUAGES

English 95%
Russian 100%
Ukrainian 60%