

Igor Voronin



PROFILE

Keen and motivated individual, recommended candidate with excellent communication, analytical skills and strong team player, have exceptional customer service, managerial, IT and people skills. Love to learn and finding solutions for hard objectives.

SKILLS

- COPC Customer Experience Performance Leader 7.0
- Advanced Excel Skills
- Python
- SQL (PostgreSQL)
- AML
- GDPR
- Computers & Computer Networks

BADGES



Date of birth: April 1984
Citizenship: Estonian (EU)
Languages: Fluent English, native Russian, basic Spanish.
Telephone: +372 5366 0154
Email: csfolder@gmail.com
Place of residence: Tallinn

WORK EXPERIENCE

Transcom Eesti OU - Business Analyst

Sep 2020 – ongoing

Completing and developing all required daily, weekly, monthly reports. Analyzing required data and KPIs using different statistical technics. Analyzing performance and setting/updating yearly targets. Attending brainstorming, improvement plan meetings with senior management, presenting analysis, findings, suggestions and conclusions. Supporting COPC processes like Corrective Actions and Continuous Improvement, Quality Management, Measuring Customer Experience.

CLC World Resorts & Hotels - Client Liaison / Compliance officer English (Malaga, Spain)

Aug 2010 – March 2020

Liaising between sales department and clients protecting interests of both including face-to-face meetings with new customers to ensure that they have a full and clear understanding of the product they purchased, its suitability and affordability, and to complete all relevant documentation along with FCA, Data Protection and AML regulations. Analyzing weekly / monthly sales completion reports and providing feedback to the senior management.

DHL – Operational Manager (London, UK)

2008 – Feb 2010

Management of delivery drivers for DHL subcontractor in southwest London area. Making sure all shipments delivered on time and in appropriate manner. Supporting health and safety procedures. Helping new drivers to learn delivering route logistics and warehouse preparations. Maintaining vehicles fleet in presentable state and good mechanical condition. Analyzing weekly and monthly delivery reports for further trainings and performance purposes along with adapting and emerging best delivery routes.

DHL / FedEx - Delivery driver (Tumbridge Wells, UK)

2006 – 2008

Delivering parcels for DHL and FedEx in southeast of England area. Learned several routes/cities and logistics of the freight processes.

Intern Administrator of the Internet Café (Narva, Estonia)

2001 – 2006

Administer and maintenance of Internet Café IT infrastructure.
Developing and maintaining computer network LAN. Building and maintaining computers. PC repairs.

EDUCATION

2022	COPC Customer Experience Performance Leader 7.0 upskill training and exam.
2021	Python and SQL completed course in order to develop further skills.
2021	COPC Customer Experience implementation leader certification 6.2.
2015	Data Protection Certification. Work related certification.
2014	Anti-money laundering AML Certification. Work related certification.
2001-2005	Narva Vocational Training College. Degree in IT (Computers and Networking).
1991-2001	GCSE equivalent in English, Mathematics, Biology, Economics, Geography, Government.

DHL Express (UK) Limited



26 February 2010

To Whom It May Concern:

Re: Mr. Igor Voronin

I would like to recommend Mr. Voronin as a candidate for a position with your organization.

I have known Igor Voronin in a professional capacity for few years and would confirm that he currently holds the position of DHL Vauxhall Operational Manager C/O Best Network.

I would confirm that his performance and attitude has been satisfactory during his employment.

Igor did an excellent job in this position and was an asset to our organization during his tenure with the office. He has excellent written and verbal communication skills, is extremely organized, can work independently, and is able to effectively multi-task to ensure that all projects are completed in a timely manner.

At all times I have found Igor to be dependable, hard working, conscientious, honest, and courteous.

He would be an asset to any employer and I recommend him for any endeavour he chooses to pursue.

I'm happy to provide further information if required.

Yours faithfully,

A handwritten signature in blue ink, appearing to read "Steve Wilks".

Steve Wilks

DHL Home Delivery manager

(+44) 7894600928