

CARINA NAZARENCO

CONTACT



Northampton, NN1 3QA



07388104777



karina199606@gmail.com

SKILLS

Leadership & Team Development:

Skilled in leading, motivating, and empowering teams to achieve goals in customer-focused environments.

Customer Relations & Housing

Knowledge: Strong customer relations with expertise in homelessness and housing legislation. Multilingual in English, Romanian, and Russian.

Complex Case Management:

Experienced in managing complex cases within frontline housing services, ensuring accurate record-keeping.

Effective Communication: Clear and compassionate communicator, adept at simplifying complex issues.

Problem Solving & Initiative: Solutions-driven with a strategic approach to decision-making and process improvement.

IT Proficiency & Data Analysis:

Proficient in Microsoft Office and Database systems, with the ability to analyze data for informed decisions.

Time Management & Adaptability:

Efficient in managing time and adapting to challenges in high-pressure environments.

I am a dedicated and results-driven professional with a proven track record in leading and motivating teams to achieve their goals in customer-focused environments. Fluent in English, Romanian, and Russian, I have a strong background in building meaningful customer relationships and managing complex cases within frontline housing services. My expertise includes effective communication, strategic problem-solving, and process improvement, with a deep understanding of housing legislation and policy. With proficiency in IT systems, including Microsoft Office and CRM tools, I am adaptable, solutions-oriented, and committed to delivering high-quality outcomes in dynamic, fast-paced settings.

EXPERIENCE

September 2022 - Current

DC Administrator Wincanton (for The White Company),
Northampton

- Responsibilities and skills developed include: working with D365, releasing stores/direct pick, answering emails/calls, working in Word/Excel, working with Manhattan SCALE, creating spreadsheets, working in team and under pressure.

February 2021 - August 2022

Warehouse Acting Team Leader Wincanton, Northampton

- Organizing work and delegating tasks
- Problem solving
- Managing project progress and reporting progress to stakeholders
- Monitored operations to ensure employees followed relevant procedures and worked towards defined Key Performance Indicator (KPI) targets.
- Inspired teams to achieve or exceed goals through regular motivation.

August 2019 - February 2021

Warehouse operative The White Company, Northampton

- Responsibilities and skills developed include: working with scanner, picking items from location, packing orders, moving stock back to location, working on Dashboard, receiving goods in stuff, checking, and scanning it, driving VNA truck, teaching new staff

September 2018 - February 2019

Manager Pub 2Bucks, Republic of Moldova

- Responsibilities and skills developed include: advises clients on the available services, control over the safety of material values, takes measures to prevent conflict situations, monitoring observance of labor and production discipline by employees of the organization, rules and regulations of labor protection, safety measures, requirements of industrial sanitation and hygiene.

EDUCATION

2026

Foundation Degree in Science Computing
Newcastle College, Northampton

2023

Foundation Year Health and Social Care
Leeds Trinity University, Birmingham, BIR

11/2019

Speak Up – English courses (Entry-level 2)

Qualsafe Level 3 Award in First Aid at Work (RQF)
General Data Protection (online training course)