



# MAKSYM CHUKHNO

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🌐 <https://chukhno-maksym.github.io/ResumePage/>

I am an experienced manager with expertise in personnel management, organizing retail processes, and ensuring a high level of customer service. I am currently seeking a significant career change and aiming to transition into the field of information technology.

## EXPERIENCE

METRO Ukraine — *Team Lead Fresh Department*

DECEMBER 2023 - PRESENT

- Analysis of key performance indicators of the department.
- NPS and ENPS analysis for the department improvement.
- Developing employees for future promotion.
- Close communication with the Head Office for better understanding customers' needs.
- Submitting ideas for new goods for HORECA clients

METRO Ukraine — *Customer Experience Supervisor*

AUGUST 2023 – DECEMBER 2023

- Training employees for internal audit and certification.
- Organizing and improving standards for better customer experience.
- Monitoring labor safety.
- Work shift organization.
- Inventory level control, making suggestions for workflow improvement.
- Analyzing key performance indicators for the store.

METRO Ukraine — *Department Manager Non-Food*

NOVEMBER 2022 - AUGUST 2023

- Analysis of key performance indicators of the department.
- NPS and ENPS analysis for the department improvement.

### Hard skills

- HTML
- CSS
- SCSS
- Adaptive layout
  - JavaScript

### Soft skills

- Punctual.
- Initiative.
- Communicative.
  - Team worker.
  - Fast learner.
- Stress resistant.
- Strong analytical skills.
  - Strong self-organization skills.
- Computer Literacy (MS Word, Excel, Power Point, Outlook)

- Developing employees for future promotion.
- Close communication with the Head Office for better understanding customers' needs.
- Submitting ideas for new goods for HORECA clients.

METRO Ukraine — *Deputy Trade Area Manager*

SEPTEMBER 2019 - NOVEMBER 2022

- Making a schedule for employees.
- Analysis CSA index, make orders if it needs.
- Preparation for promotions.
- Negotiating with potential customers to understand their needs and make offers.
- Improving department productivity through rational use of working time and resources.

METRO Ukraine — *Metro Store Academy Trainee*

MARCH 2019 - SEPTEMBER 2019

- Progress in self - organization by using new methods in planning.
- Communication with colleagues for improving work between teams.
- Analyze customers' needs by receiving complaints and wishes.

METRO Ukraine — *Seller of goods*

OCTOBER 2017 - JUNE 2018

- Replenishment of goods according to planogram.
- Preparations for promotions.

## Languages:

Ukrainian – native  
English - intermediate