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# SKILLS & qUALIFICATIONS

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| * Proficiency in Microsoft Desktop Operating Systems and Office Suites * Fluent in Russian, some knowledge Spanish. * Ability to cooperate and work efficiently with others. | * Strong customer service, communication skills, and organizational skills * Ability to coach and guide users through basic computer tasks. * Experience with cloud computing (Google Drive, Box, Dropbox, etc.) |

# PROFESSIONAL WORK Experience

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| May 2018 – PresentAdvance Associate, UNIQlo llc  * Support customers with any issues related to returns, company policy, available sizes/styles, alterations, etc. * Ensure a proper handoff when a task cannot be completed. * Work closely with supervisors and managers on any store or customer service issues. * Train newer employees on store standards and procedures. * Work effectively, both independently and as a team member. |
| october 2016 – May 2018Sales Associate, TJ MAXXAnticipated and served customer’s needs in various roles as cashier and sales floor associate.FebRUary 2016 - March 2016assistant coordinator (volunteer), The ARC of Alameda county  * Data entry: gathered invoices, statements, personal information, and other documents from employees, agencies, and clients. * Strong communication/interpersonal skills: daily interaction with clientele with intellectual/learning disabilities; included respectful listening and responding, as well as   accepting input from staff and supervisors.   * Worked independently and cooperatively on assignments.  March 2015-august 2016Pantry Chef, PF Chang’s  * Maintained high standards of quality for all food prepared and sanitation/cleanliness for the surrounding work station. * Organized, prioritized, multi-tasked, and followed through on simultaneous issues in a timely manner. * Anticipated needs. Was flexible, proactive, and highly responsive to the needs of employees and customers.  june 2015-august 2015assistant instructor (volunteer), COOKING matters  * Helped instructors and facilitators with setup, food prep, activities, and clean up. * Packed groceries for participants to take home, loaded/unloaded kitchen equipment, washed dishes. |

# Education

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| September 2019COMPUTER TECHNICIAN TRAINING, Computer Technologies ProgramClass covered: Fundamentals of Information Technology (IT) • PC troubleshooting and maintenance • Basic building block network • Private/Public IP Address • Local Area Network • Disk Imaging/Partitions • IP Phone provisioning • Hardware fault methodology • BIOS, UEFI, POST, programming logicNovember 2017Bachelor’s of science in Health science, Cal State East Bay |
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