

Flavia Morgulis

Right to Work in the UK

[Website](#) | [GitHub](#) | [LinkedIn](#)

PROFILE

An adaptive and resourceful multilingual professional with a strong foundation in administration and customer relationships. I excel in multitasking and quickly adapt to new cultures, procedures, and IT systems, enabling me to contribute effectively from the start.

Eager to learn and take on new challenges, I work both independently and as part of a team to deliver high-quality results within tight deadlines.

As an innovative, diligent, and solution-oriented problem-solver, I thrive on identifying opportunities for improvement and facilitating collaboration to achieve business goals. I provide proactive and individualised customer support that enhances client satisfaction while ensuring compliance with relevant regulations. My empathy and emotional intelligence enable me to build rapport with both clients and colleagues, fostering positive working relationships.

KEY SKILLS

- Excellent interpersonal skills
- Onboarding and training
- Attention to Detail
- Time management and Multitasking
- Adaptability and Problem-solving
- Process Optimization
- Cross-Functional Collaboration
- Tech Savvy
- Microsoft Office and CRM
- Python, JavaScript, SQL, CSS, HTML
- Teamwork
- Operations
- Compliance and Confidentiality
- Emotional Intelligence
- Complaints handling
- Customer Relationships

PROFESSIONAL EXPERIENCE

Customer Service Advisor, [Ruter Public Transport](#), Norway

2022 to 2023

Ruter plans and coordinates public transport for 1.5M people in the greater Oslo region.

- Worked in a fast-paced contact centre providing advice about services, resolving customer issues and in addition, supporting customers with additional needs to access bespoke service solutions
- Resolved invoice-related queries and discrepancies promptly, ensuring accuracy and maintaining positive client relationships
- Helped educate non-tech customers including those with additional needs on the usage of technologies
- Managed a high volume of calls, inputted accurate and concise summaries and collated customers' feedback with appropriate internal teams
- Coordinated customer bookings across 4 systems and complied with legal and regulatory obligations
- Found creative solutions to customers' problems, balancing customer needs and company interests
- Collaborated with multiple teams, such as Transport Planning, Security, Legal and IT, to resolve customer issues rapidly and monitored outstanding problems through to resolution
- Worked in a team to design processes and procedures for a new customer mobility service
- Selected to work with IT to improve system performance and integrate 4 customer software systems, ensuring legal compliance and contributing to faster customer response times
- Wrote weekly reports for the management team, providing data and insights on customer complaints and making recommendations for IT improvements
- Gained expertise in the legal requirements and standards necessary for ensuring compliance, while maintaining high levels of confidentiality.
- Actively participated in the onboarding process for an accessible mobility service, engaging in communication and collaboration with stakeholders.
- Selected to train new employees on systems and customer service approach

Founder Furu Creamery, Norway

2017 to 2019

- Identified a market opportunity for a plant-based cheese, conducting market, competitor and product research to create a business plan and launch a successful business
- Developed and implemented ingredient sourcing, product and marketing strategy and negotiated B2B and B2C sales contracts in Norway and Sweden
- Created policies and procedures to comply with stringent food production regulations and sustainability standards
- Managed budgets and accounting
- Coordinated marketing and social media plans to attract new clients
- Built strong relationships with suppliers, partners, and individual consumers.

Administration Officer, [ISS A/S](#), Norway

2019 to 2021

A global facility management services company with 400K staff serving 40K customers in 30 countries.

- Assigned to work in the catering facility at Norway's busiest hospital with 1.8K beds and 24K staff
- A blended role encompassing customer service, commercial target achievement and supporting the catering manager with administration
- Welcomed customers with care and respect, balancing the need for efficient operations for medical professionals with empathy and understanding for patients and visitors often facing distressing circumstances
- Mapped and streamlined operational processes and workflows to create more efficient ways of working
- Reconciled accounts and supported the manager with opening and closing procedures
- Assisted the manager in winning a 7-year tender by creating a report using multiple sources of visitation and financial data

Manager and Owner, Group Dynamics, Denmark

2023 to 2024

- Founded and scaled a successful well-being practice specializing in meditation and mindfulness.
- Designed and implemented streamlined administrative workflows, including client onboarding, diary scheduling, billing, invoicing, and accounting.
- Selected, managed, and maintained office technology, systems, and equipment to ensure operational efficiency.
- Built and maintained strong customer relationships, driving client satisfaction and retention

EDUCATION AND QUALIFICATIONS

Curious to learn, undertakes training to ensure skills are relevant and leading-edge.

- Diploma in Business Administration, Oslo
Modules: Administrative Tasks in Public and Private Enterprises, Office Routines and Processes, Digital Tools, Law, Finance, Accounting, Sales and Marketing
- Completing Level 2 in Coding practices NCFE
- Mindfulness and Coaching Certification
- Classical Singing, Claudio Abbado Municipal School of Music, Milan

LANGUAGES

- English, Portuguese, Italian, Norwegian: Full professional verbal and written proficiency
- Spanish and Danish: Working proficiency

VOLUNTARY EXPERIENCE

Hospital Israelita Albert Einstein, Sao Paulo, Brazil

- Managed charity fundraising dinners for up to 200 people, including guest list creation, invite management, and vendor management for catering and entertainment. Project managed event day, ensuring seamless operations and resolving challenges to provide an exceptional guest experience
- Supported medical teams to administer vaccinations in the favelas, communicating with families and using play therapy for children to support high uptake rates