



Alexander Khmara

Customer Service Manager

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Date / Place of birth

19/03/1991, Russia

Nationality

Russian

Skills

Ability to Multitask

Customer Service

Ability to Work in a Team

Effective Time Management

Languages

English

Russian

Serbian

Profile

Came to high performance in sales in the second month of work as a sales manager. Worked on holidays with the largest passenger flow as a passenger check-in and boarding dispatcher.

Employment History

Welcome-desk supervisor, Dukley Hotel, Budva

May 2023 — August 2023

Participated in the preparation and opening of the department. Trained the staff and provided a high level of service. Demonstrated a strong work ethic, resulting in being promoted to shift supervisor after 1 month.

Passenger check-in and boarding manager, AEROFLOT Russian airlines, Moscow

October 2017 — April 2021

Checked in passengers with high speed and a smile, controlled the boarding of passengers on board. I found an approach to the most conflicting passengers. Resolved the most difficult situations at check-in and boarding. Trained and mentored new customer service agents in airline procedures and customer service best practices. Developed and implemented procedures for handling customer complaints and resolving disputes

Sales Manager, Evromet, Moscow

April 2017 — August 2017

Carried out effective sales of roofing and finishing materials for buildings. Handled a wide range of tasks. Demonstrated good communication skills, made big deals.

Technical support engineer, Sundrax electronics, Moscow

October 2013 — November 2016

Tested, repaired, flashed a large number of boards. Identified the causes of the most complex breakdowns. Wrote documentation for new equipment. Proved to be a fast learner and efficient employee. Trained new employees of the department.

Education

Bachelor, Economics and Management, Kaliningrad

September 2008 — August 2013

Graduated from the Kaliningrad State Technical University with good academic performance.