



Khrystyna Barchyshyn

CONTACT

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WORK EXPERIENCE

Wentrum

February 2015 — Present

Quality of Service Department Manager

- Responsible for the quality of service provided by customer support representatives
- Preparing detailed quality reports in order to estimate the performance level of support representatives
- Conducting tests and trainings for support representatives
- Running interviews with potential support agents
- Organizing English courses for performance improvement purposes

Wentrum

September 2014 — February 2015

Customer Support Representative

- Support and provide service via phone, e-mail, chat
- Handle and resolve customers complaints

Devcom

September 2013 — May 2014

English Teacher

LifeStyle

August 2013 — May 2014

English Teacher

EDUCATION

Faculty of Foreign Languages

September 2008 — June 2013

Ivan Franko National University of Lviv

Obtained the Master degree

LANGUAGES

English - C1
German - B1
Russian - B2

INTERESTS

Sports and self-development