

Curriculum Vitae

Name Lyubov Syromlya
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Profile

I believe I am a curious and diligent person who loves to explore new things, opportunities, the world and people in it.

Education **2000-2010** – Municipal school Nr.21 (15th microdistrict 5\2, Lipetsk, Russia, 398058, tel. +74742309600, www.school21-lipetsk.ru) - High School graduate

2010-2016 – Lipetsk State Pedagogical University named after Pyotr Semyonov-Tyan-Shansky, bachelor's degree in teaching foreign languages (English and German) (Lenina str. 42, Lipetsk, Russia, 398020, tel.\fax +74742328333, www.lspu-lipetsk.ru)

Skills

Hard skills

English: C1 Advanced, MS Office,
Zendesk, M3

Soft skills

Communication, self motivation,
teamwork, conflict resolution,
motivation, time management

Work experience

January 2023 – recent days – OKX as a **Customer Service Specialist** (remote)

Duties:

- Serve customers in chats and tickets by providing consultations on platform products and services, help to resolve requests for account settings, bugs;
- Escalate requests to different departments for further actions if needed;
- Communicate with other departments on clarifications and escalations if needed;
- Complete monthly/weekly testing, refreshers;
- Make verification calls to the users if needed;
- Train new employees, side tasks

June 2022 – January 2023 – LLC KWS Seed Plant (Yelets) as a **Facility & Maintenance Specialist** (Special Economic Zone “Lipetsk”, Bld. 1 office 5/4, 399750, Yelets district, Lipetsk region, Russia; <https://www.kws.com/ru/ru/>)

Duties:

- identify demand for spare parts, control quantity of spare parts in stock;
- approve and sign new contracts with spare parts suppliers (with legal and management team), negotiate with suppliers on contract terms;
- place orders for spare parts;
- maintain a register of orders, timely payments, delivery timelines, monitor expenses on spare parts;
- maintain a list of contracts for maintenance department (contracts with spare parts suppliers, equipment and facility service agreements), renew expired contracts, register new contracts

May 2018 – May 2022 – LLC Kemin Industries (Lipetsk) as an **Office Manager** (Special Economic Zone “Lipetsk”, bld.18, Gryazinsky district, Lipetsk region Russia, 399071, tel.+74742502400, <https://kemin.com/ru/ru/home>)

Duties:

- supervise outsourcing companies (cleaning, catering, transportation, gardening);
- organize corporate events (with HR): celebrations, meetings, conferences, trainings (find places and programs for events, prepare meeting rooms, handouts, coffee breaks, transfers etc.);
- provide administrative and office assistance to all employees (administrative management of document flow, answer incoming calls, provide and handle information if needed);
- prepare passes for cars to Special Economic Zone and manufacturing plant;
- perform oral and written translations (documents, meetings) if needed;
- provide organizational support for business trips of employees of the company, as well as visitors: book and purchase air and railway tickets, reserve hotel rooms, organize meals and coffee breaks if necessary, coordinate ground transportation from and to airports, railway stations and plant;
- monitor supply and purchase stationery, household goods and other office goods;

as an **Administrative Assistant**

Duties:

- purchase stationery, household goods and other office goods;
- provide administrative and office assistance to the all employees (administrative management of document flow, answer incoming calls, provide and handle information if needed);
- prepare passes for cars to Special Economic Zone and manufacturing plant;
- perform oral and written translations (documents, meetings);
- provide organizational support for business trips of employees of the company, as well as visitors: book and purchase air and railway tickets, reserve hotel rooms, organize meals and coffee breaks if necessary, coordinate ground transportation from and to airports, railway stations and plant;
- support office manager in organization of meetings, conferences, trainings;
- support Office Manager in coordination outsourcing companies' employees daily work;
- back up Office Manager during her\his absence

December 2016 – May 2018 – Lagoon Hotel as a **Front Office Receptionist** (Mira sq. 1d, Lipetsk, Russia, 398005, tel. +74742517070, www.lagoon-hotel.ru)

Duties:

- provide professional and friendly service for customers;
- perform all check-in and check-out tasks;

- provide guests with all the information about the hotel and its services;
- perform booking tasks;
- prepare receipts and documents for check-out;
- prepare daily reports;
- handle complaints and guests' requests;
- work with other departments to maintain high-quality service

**Additional
education,
Certificates**

- Certificate upon successful completion of a course in further training “Communicative competence development”, 2020, Intellect Service LLC (<https://intservis.ru/>)
- Certificate upon successful completion of a course in further training “Oral and consecutive interpretation”, summer 2020, Saint-Petersburg Chamber of Commerce and Industry (<http://spbtpp.ru/>)
- Certificate upon successful completion of a course in further training “Internal auditor: integrated management system ISO 14001:2015, ISO 9001:2015, ISO 45001:2018, FAMI-QS”, 2020, (<http://ru.qscert.com/>)
- Bachelor's degree in teaching Foreign Languages (English and German), Lipetsk State Pedagogical University named after Pyotr Semyonov-Tyan-Shansky, 2010-2016 (Lenina str. 42, Lipetsk, Russia, 398020, tel.\fax +74742328333, www.lspu-lipetsk.ru)
- Certificate of Attendance at London UCL 24 Jun – 15 July 2012 upon successful completion of a course in English as a foreign language (www.ucl.ac.uk)
- Certificate of Enrollment in the Korean language program at the Korean Institute, the Institute of Language Research and Education, Yonsei University 27.09.2012 – 03.09.2013 (www.yskli.com)
- Certificate of Enrollment in National Further Training Project for the tourism industry workers (tourstudy.ru)
- Certificate upon successful completion of a course in further training for Front Office Workers at State University of Management Development 17.04.2017 – 02.05.2017 (tourstudy.ru)