

OLGA JEAN-BAPTISTE

North Carolina, USA

SUMMARY

Proficient, detail oriented, and goal-focussed human resource and office management professional determined to leverage a successful career in all areas of management. Multiple years of experience creating products required for briefing, managing and training personnel. Diverse background in software engineering, consisting of developing responsive and dynamic web applications. Leveraged bilingual proficiency to coordinate and support work related matters.

PROFESSIONAL EXPERIENCE

Manager, 115 BeautyStudio | Bishkek, Kyrgyzstan | 2018 - 2021

- Managed daily transactions, tracked revenue, prepared budgets and analyzed financial performance reports.
- Proceeded customer inquiries, complaints, and feedback to ensure client satisfaction and quality control.
- Managed and maintained legal documentation for the studio, ensuring compliance with relevant regulations and standards.
- Ordered, inventoried, and managed supplies and equipment essential for daily operations.
- Promoted the studio and its resources through networking and social media. Used bilingual skills to interact and facilitate transactions with English speaking customers

Store Manager, InterSport | Bishkek, Kyrgyzstan | 2016 - 2018

- Managed daily operations of a sport retail store, consisting of high-end sport merchandize.
- Supervised a team of 10+ sales assistants, ensuring effective workflows and high customer service standards.
- Trained new hires, monitored employee performance, approved employee timecards, and manage payroll functions.
- Provided monthly inventories of all merchandize to ensure accurate accountability for restock management.
- Managerial efforts, mentorship, and expertise contributed to a 20% sales increase.

Supervisor, Army and Air Force Exchange Service | FOB Fenty, Afghanistan | 2012 - 2014

- Supervised daily operations of an AAFES facility at a U.S. military forward operations base (FOB).
- Oversaw the opening and closing the facility, all aspects of the facility's security, and the facility's daily operations.
- Supervised team performance and administered payroll processing for multiple AAFES employees.
- Directed financial operations for multiple AAFES stores in Afghanistan, included cash handling and deposits to the finance office.
- Solely managed the cash-cage consisting of Western Union transfers, check cashing, and refunds.
- Conducted monthly verification of employee documentation, ensuring compliance with legal, AAFES, and military requirements.

Office Manager, Neil&Co | Bishkek, Kyrgyzstan | 2009 - 2011

- Managed office operations for a construction company engaged in multiple construction projects on a U.S. military base.
- Oversaw administrative functions consisting of scheduling, payroll processing, and personnel management.
- Used bilingual skills to accurately and effectively communicate during meetings between on-site teams and U.S. military personnel.
- Translated various English and Russian written documents to assist with contract agreements and renewals.
- Managed supply procurement, logistics, and resource allocation to meet all deadlines and ensure project completion.

EDUCATION

1C Kato Economics | Bishkek, Kyrgyzstan

2016

Basics of Accounting using the Software Product "1C: Enterprise 8"

Bishkek Academy of Finance and Economics | Bishkek, Kyrgyzstan

2005 - 2009

Bachelor's degree in Human Resources Management

Bishkek Institute of Language and Arts | Bishkek, Kyrgyzstan

2004 - 2005

English Language

SKILLS

- **Web Development** (HTML, CSS, JavaScript, React, SASS, Tailwind CSS and Next JS)
- **Software & Tools** (Git, GitHub, MongoDB, VS Code, Microsoft Office Suite (Excel, Word, PowerPoint))
- **Bilingual** (proficient in English language and native Russian speaker).



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