


## Richard Kivimäe - 5999808

### Personal Data

Name:	Richard Kivimäe	
Age:	30	
Birth date:	03. August 1989	
Sex:	Male	
Address:	Tallinn, Harju county, Estonia	
E-mail:	<a href="mailto:richard.kivimae@gmail.com">richard.kivimae@gmail.com</a>	
Links:	<a href="#">▶ LinkedIn</a>	
Contact telephone:	+3725184069	
Level of education:	Higher education (bachelor)	
Current job status:	Employed	
CV modification date:	15. August 2019	

### Introduction and aims

Open-minded innovator with 7 years of experience in debt collection in Baltic countries. I am fluent in estonian, russian and english and am used to work with several teams in different countries. Currently looking for new opportunities to boost my personal growth.

### Basic education

Tallinn French School	
Period of studies:	1996 - 2005

### Secondary education

Tallinna Vanalinna Täiskasvanute Gümnaasium	
Period of studies:	2008 - 2011

### Higher education

Estonian Business School		Master
Major:	2017 - , Management in Digital Society	
Estonian Business School		Bachelor
Major:	2014 - 2017, Enterprising / Business Management	

### Work experience

08/2018 - Still working (1 year)	PlusPlus Baltic OÜ	Pan-Baltic Debt Collection Senior Consultant
Job description:	Relocated back to Tallinn to take pan-Baltic consulting position. Main mission is to develop planning and scoring tools, mentor Estonian, Latvian and Lithuanian team leaders and keep track of their performance. Work is ongoing.	
Additional information:	PlusPlus Baltic is leading receivables management company, which is medium sized family business operating in Estonia, Latvia and Lithuania. It has grown exponentially over the last 5 years and has continuously increased market share to compete with big international debt collection companies.	
Company data:	Finance, private enterprise, 30-100 employees	
03/2018 - 08/2018 (5 months)	PlusPlus Baltic OÜ	Pre-Court Debt Collection Consultant in Riga
Job description:	Relocated to Riga with family for 6 months to launch pre-court collection. This consisted of mentoring local staff, showing all tips and tricks for tools and CRM and reporting about progress in Estonia to management. Biggest challenge was to change Latvian mindset and make them trust in Estonian proven concept in a short period of time. Biggest achievements were improving results threefold and continuity of Latvian branch.	

<b>08/2012 - 02/2018 (5 years and 6 months)</b>	<b>PlusPlus Baltic OÜ</b>	<b>Pre-Court Debt Collection Team Leader</b>
Job description:	Daily job was to organize debt collection, optimize and develop workflow and find innovative ways to improve results. Biggest challenge was to synchronize different departments and lead both teams by example. Biggest achievement was creating and hardening debt collection's best practices that are still in use in Estonia, Latvia and Lithuania.	

### Expectations for future job

<b>First preference</b>	Organisation and management
Preferred occupations:	Department Manager, Development Manager, Development Specialist, Manager (Production / Manufacturing), Office Manager
<b>Second preference</b>	Sales
	Key Account Manager, Sales Consultant (Construction), Sales Consultant (Health Care/ Medicine), Sales Consultant (Production), Sales Consultant (Security), Sales Consultant (Software), Sales Manager (Engineering), Sales Manager (Finance / Insurance), Sales Manager (general), Sales Manager (Health Care / Medicine), Sales Manager (Industry / Production)
Suitable working time:	Full-time work
Location:	Home office, Harju county / Tallinn
Availability for starting work:	Negotiable

### Language skills

Native language:	Estonian				
<b>English</b>	<b>Interaction:</b> C2 perfect	<b>Production:</b> C2 perfect	<b>Reading:</b> C2 perfect	<b>Listening:</b> C2 perfect	<b>Writing:</b> C2 perfect
Usage:	every day				
<b>Russian</b>	<b>Interaction:</b> C2 perfect	<b>Production:</b> C2 perfect	<b>Reading:</b> C2 perfect	<b>Listening:</b> C2 perfect	<b>Writing:</b> C1 very good
Usage:	every day				
<b>French</b>	<b>Interaction:</b> B1 average	<b>Production:</b> B1 average	<b>Reading:</b> B1 average	<b>Listening:</b> B1 average	<b>Writing:</b> B1 average

### Computer Skills

<b>Specialist:</b>	MS Excel, MS Outlook, MS PowerPoint, MS Word
	QlikView, MS Power Bi

### Driver's licence

Obtained categories:	B
Driver's licence since:	2014 (5 years)
Possibility to use personal car:	Yes

### Personal qualities

Strengths:	Quick learner, communication, analyzing, negotiating, punctuality
Weaknesses:	Patience
Interests and hobbies:	Soccer, tennis