

Rostyslav (Ross) Muretov

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Energetic and performance-driven Customer Service Specialist with over 10 years of experience improving performance, identifying opportunities and successfully defusing the toughest clients. Excellent written/verbal communication in four languages, interpersonal skills and the ability to respectfully interface with various groups of society. Seasoned multitasker able to prioritize in stressful, high-volume, time-sensitive environment
A self-starter and motivator with a positive attitude and a passion for helping others.

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| • Customer Service | • Communication | • Empathy |
| • Conflict Resolution | • Attention to details | • Team player |
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CAREER EXPERIENCE

Ukraine Arrivals Support Interpreter

Jul 2022–December 2022

Canadian *Red Cross* • Toronto, Canada

- Oral interpretation: from Ukrainian/Russian to English and vice versa during interviews with people escaping war
- Written translation of Ukrainian or Russian to English language
- Analysis and reporting as required

Bilingual Interpreter central train station

Apr. 2022 – May 2022

Kamilianska Misja Pomocy Społecznej • Warsaw, Poland

- Concluded Ukrainian to English Interpretation service
- Provided informational help upon the first contact for the refugees from Ukraine
- Searched for the opportunities to connect refugees with polish host families
- Facilitated Ukrainian to English communication for people in need
- Helped arranging the free flights to Canada for Ukrainians under CUAET program

Reservations & Sales agent

Sep. 2019 – Jul. 2021

Accor • Moncton, NB, Canada

- Supported incoming reservations for clients while providing outstanding customer service
- Executed reservations process via phone & email
- Answered basic client questions in relation to products, services, and processes
- Proactively communicated constructive feedback to management regarding any obstacles to achieving established goals and objectives

Bilingual Tour Guide

Sep. 2013 – Sep. 2019

Sunwing, Prime Travel, Freelance • Cancun, Mexico

- Concluded Ukrainian to English Interpretation service
- Developed creative tour programs to delight the clients and exceed their expectations
- Explained the natural and cultural history of the area incl. archeology, geography, ecology, biology and outdoor recreation
- Responsible for safety and well-being of groups consisting of 25-30 people containing families and persons of all ages
- Developed and maintained customer portfolio and customer relationships

EDUCATION
Bachelor Degree, BA & Management

2005 – 2009

Chernihiv State Economical Institute • Ukraine

LANGUAGES

- *Ukrainian - fluent*
- *Russian - fluent*
- *English - fluent*
- *Spanish - basic*