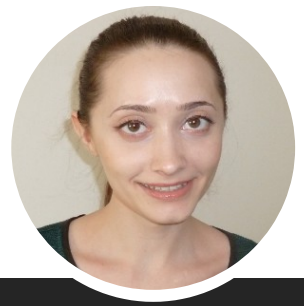


# SVETLANA ZHAK

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## PROFILE

A third year student of Business Information Technology at Haaga-Helia University, with good organisational skills and strong experience in customer service.

## WORK EXPERIENCE

**Refunder** 06/2019 – 09/2019  
Global Blue, Helsinki, Finland

- Verifying and refunding Global Blue tax free forms
- Ensuring customer satisfaction
- Preventing refunding mistakes and fraud
- Preparing reports as needed
- Observing Global Blue policies, guidelines and procedures

**Shift Leader** 01/2017 – 05/2019  
HMSHost Finland OY, Vantaa, Finland

- Managing working shifts at Burger King restaurant
- Assigning tasks to staff members and overseeing their completion
- Resolving customer issues and approving exceptions to policy for vouchers, returns, etc.
- Training new hires and creating development opportunities for experienced staff members
- Providing recognition and constructive feedbacks throughout the shift
- Calculating and ordering the right amount of food and drink supply
- Performing monthly inventory of the restaurant

**Counter Employee** 06/2015 – 12/2016  
HMSHost Finland OY, Vantaa, Finland

- Providing customer-oriented and fast service
- Addressing customers' questions in a professional and informed manner
- Handling the sales financial transactions and reconciling the cash register at the end of shift

**Office Manager** 10/2012 – 06/2014  
Ekibastuz GRES-2 power station, Ekibastuz, Kazakhstan

- Designing, implementing database and filing systems for technical documents, both electronic and paper
- Coordinating the teamwork between three divisions building the 3rd power unit for the power station
- Scheduling and documenting the business meetings
- Handling incoming and outgoing mails
- Reviewing outgoing correspondence for grammar, correctness and completeness
- Organising business trips to China and participating them as a translator

## EDUCATION

**Business Information Technology** 08/2017 – present  
Haaga-Helia University of Applied Sciences, Helsinki, Finland

**Hospitality, Tourism, Experience Management** 08/2014 – 03/2018  
Haaga-Helia University of Applied Sciences, Helsinki, Finland

**Chinese Language and Literature** 09/2010 – 06/2012  
Innovative University of Eurasia, Pavlodar, Kazakhstan

## SKILLS

### Languages

English	Professional
Russian	Native
Chinese	Professional
Finnish	Limited

### Tools and Technologies

React.js	●●●●●●●●●●●●●●●●
JavaScript	●●●●●●●●●●●●●●●●
Java	●●●●●●●●●●●●●●●●
Bootstrap	●●●●●●●●●●●●●●●●
jQuery	●●●●●●●●●●●●●●●●
HTML & CSS	●●●●●●●●●●●●●●●●
Git	●●●●●●●●●●●●●●●●
Linux	●●●●●●●●●●●●●●●●
SQL	●●●●●●●●●●●●●●●●
Python	●●●●●●●●●●●●●●●●
Microsoft Word	●●●●●●●●●●●●●●●●
Microsoft PowerPoint	●●●●●●●●●●●●●●●●
Microsoft Excel	●●●●●●●●●●●●●●●●

### Industry knowledge

Customer Service	●●●●●●●●●●●●●●●●
Project Management	●●●●●●●●●●●●●●●●
Event Management	●●●●●●●●●●●●●●●●
Office Administration	●●●●●●●●●●●●●●●●

## HOBBIES



Books



Languages



Quiz games



Gym



Travelling