

# Tanya Silyutina

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## Work Experience

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<b>Executive Assistant</b>	<b>Affordable Housing Group (CBRE)</b>	<b>Feb 2022 - Current</b>
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- Maintain a list of executive priorities and deadlines
- Manage executive calendar and correspondence
- Organize domestic and international travel logistics
- Support Salesforce database organization, headcount, org chart, presentations
- Overview and submit expense reports

<b>Facilities Coordinator</b>	<b>Microsoft</b>	<b>Jan 2020 - Feb 2022</b>
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- Provided exceptional customer service via chat, phone, and mailbox
- Dispatched tenants' requests to the appropriate technician crew
- Acted as a point of contact between technicians and customers
- Managed a high volume of Microsoft facilities requests - opened, reviewed, and closed work orders adhering to SLA standards

<b>Workplace Coordinator</b>	<b>Microsoft</b>	<b>Aug 2018 - Jan 2020</b>
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- Multitasked in a high-paced environment with numerous interruptions and changing priorities
- Acted as the first point of contact for Microsoft employees and executive guests
- Supported conference rooms bookings for multiple buildings
- Performed daily tasks using SharePoint to create visitor badges, register vehicles, order shuttles, and keep track of desk supplies
- Collected statistical data and submitted documentation adhering to company standardization processes

## Education

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<b>International Language Linguistics</b>	Siberian Federal University	2014 - 2017
<b>Shanghai International Studies University</b>	Chinese Language and Literature	2015 - 2015