

MILA PAVLOVA



PERSONAL INFORMATION

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+31 6 18 838 909

DOB: 03/11/1997

Nationality: Ukrainian

Occupation: Studying UXD in THUAS

WORK EXPERIENCE

April 2017 – WORKFORCE REALTIME DATA ANALYST

September 2018

ACN Europe (Breslau, Poland)

- Work closely with management and other site personnel to achieve high level goals and promote a focuses, goal driven environment
- Assist Work Force Manager with call flow analysis and suggestions
- Lead, plan, organize and control workflow as it relates to accepting and processing inbound call volume, manage service levels to the one-half hour intervals
- Observe and monitor inbound and outbound call volume and create a strategic plan to improve and maintain key performance indicators attainment
- Serve as a focal point for system issues, including opening IT tickets, notifying call center management of current status
- Track, audit, and report statistical data relating to Call Center service levels (i.e daily, weekly, monthly, and executive) etc
- Identify and analyze data trends as they develop and communicate recommendations effectively to management in order to maintain key performance indicators

June 2016 – SENIOR CUSTOMER SERVICE REPRESENTATIVE
April 2017

ACN Europe (Breslau, Poland)

- Providing service for customers and business representatives according to the set procedures as well as with the information regarding the service offered or any other query related to the product, billing, technical or any other inquiries
- Handling all queries and complaints incoming from customers and independent representatives via telephone, live chat, email, written letter, fax and any other contacts
- Effective communication with other departments regarding customer queries/escalations; Assistance to new hires with case handling and escalation
- Registration of all contacts in the computer system to build customer history to assist making outbound calls in order to inform customers about the resolution or case's status

Every summer CAMP ADMINISTRATOR
2013– 2015

Cross Winds Organization (Kiev, Ukraine)

- Three months preparation and pre-camp organization. The actual camp lasted for 2 weeks. Responsibilities as following: Planning, leading, and implementing core and non-core programs, leading children in a small group setting and organizing workshops
- Taking responsibility for the general safety and development, growth, and skill achievement of the participants.
- Designing a logo, creating company identity, and T-Shirt prints as a part of branding.

October 2015– GRAPHIC DESIGNER
March 2016

ProO & Yvision (Kiev, Ukraine)

- Creative project within cooperation with Yvision company for Ukrainian fashion week backstage
- Creating posters, ads and booklets for the program, seminars and tutorials. Designing event posters for Beauty-workshops
- Preparation of experimental graphic design presentations in beauty industry

EDUCATION & TRAINING

September 2012– SPECIALIST IN GRAPHIC DESIGN

May 2016

Kiev National College Of Technology And Design, Kiev (Ukraine)

- Skills gained:
Creating high-quality advertisements using advanced design software like Adobe illustrator, Photoshop, Premiere; Usage of graphic tablet; Participation in various creative projects.
- Subjects learned: Colour Theory, History of Arts, Typography, Academic drawing and painting, Composition, Marketing, Informational technologies, Printing, Packaging.

November 2014 Intensive Course at School of Visual Communication, Kiev (Ukraine)

- Skills gained:
Photoshop technical knowledge; Image generation; Typography and screen-based design; Knowledge on hand drawn imagery that connects with audiences.

LANGUAGE SKILLS

MOTHER TONGUES: Russian, Ukrainian

OTHER LANGUAGES:	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
ENGLISH	C2	C2	C1	C1	C1
POLISH	C1	B1	B2	B1	B1

Academic IELTS test result from 2018 - 8.0

PERSONAL SKILLS

- Always ready for new challenges! Always willing to learn, develop and achieve over the set goals
- Very responsible and dedicated, always paying attention to details
- Outstanding communication skills
- Creative, able to come up with solutions even in a complex situation
- Very flexible and able to multitask without influence on quality of tasks performed
- User-focused, diplomatic and reliable.