

Viktoriia Krasko



Personal Information:

Email:
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Reside in: Kyiv
Ready to relocate
Birth Date: 24.12.1987

Education:

2007-2011
Kiev National Linguistic
University, Philology

Skills:

Professional skills:

Customer service skills
Leadership
Organisational skills
Decision making skills
Problem solving skills
Communication skills

Personal skills:

Responsibility
Hardworking
Flexibility
Honesty
Willingness to learn

English – Advanced
PC competent user
Driving license B

Work experience:

Luxury Connections Ltd.

Maldives, Cheval Blanc Randheli, O&O Reethi Rah
(2017-2018)

Retail Manager

Responsibilities:

- Providing best luxurious experience to the guests according to company's standards and policies

Tema Moda Ukraine

Ukraine, lcwaikiki.com

Store Manager

(2014 – 2017)

Responsibilities:

- Establishing excellent customer service and satisfaction
- Maximizing store productivity and efficiency
- Analysing and monitoring operational costs
- Providing the store staff with guidance and training
- Establishing and maintaining corporate standards
- Achieving store KPIs

Achievements:

- Averaged a 10 per cent year-to-year sales increase
- Successfully trained and coached 6 employees to middle management positions
- Utilized extensive knowledge and skill of management to significantly improve effectiveness of manpower by 25%

COMFY

Ukraine, comfy.ua

Section Manager, Software Engineer, Sales Assistant

(2011-2014)

Responsibilities:

- Managing, motivating and training employees within a department; providing completion of a plan;
- Monitoring different plan targets; implementing KPI analysis to increase sales;
- Maintaining quality service in terms of company standards; merchandising; arranging stock control

Achievements:

- Exceeding department sales targets for a decade (2013) thus providing the store with a top position in shopping rating