



## VITALIIA LAPINA

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Languages: English (C1), Italian (B2), Russian (Native)

📍 Milan

### ABOUT ME

Proactive, resourceful, experienced Customer Support specialist. I am confident to work in a challenging environment where a high degree of motivation and results-focus is required. I am eager to contribute my skills and experience to be part of IntellectoKids team and implement best practices in the dynamic field of mobile tech that genuinely change the world.

### SKILLS

- Analytical and presentation skills
- Ownership
- Process Improvement
- Communication
- Teamwork
- Leading a team
- Microsoft Office
- SAP, CRM Systems
- Zendesk

### WORK EXPERIENCES

#### • PROCUREMENT, SYSTEM AND ANALYTICS INTERN

October 2023 – present | Whirlpool (full time)

- Implementation of new data analytics and visualization tools for Procurement (BigQuery, Neo4J)
- Support key projects run by the Procurement team
- Work on data analysis and KPI creation to support business decisions

#### • CUSTOMER LOGISTICS SPECIALIST

February 2021 – October 2023 | Kraft Heinz (full time)

- Customers' support on issues with portals for order creation, escalation to technical team
- Automatization of orders creation from 68% to 100%
- Established and led projects with Clients to optimize logistics (lag decrease 1-2 days), increase Service level and establish collaborative forecasting
- Leader of a project in Supply Chain "Pallet return" – Won in the Projects' championship

#### • CREDIT SPECIALIST

November 2020 – February 2021 | Cetelem (full time)

- KPI monitoring; Control and document verification; Consultancy and preparation of the contract

### EDUCATION

2022 – ongoing | UNIVERSITÀ DEGLI STUDI DI MILANO

Master in Economics and Political Science

2022 | POLITECNICO DI MILANO

Erasmus exchange student in Management engineering

2020 – 2022 | NRU HIGHER SCHOOL OF ECONOMICS

Master in Management and Analytics for business, Major in Customer Analytics; Research projects "Strategic responses of SMEs to catastrophic events: evidence of COVID-19", "Service Failure on Two-Sided Markets"

2016 – 2020 | BACHELOR IN ECONOMICS

Bachelor in Economics; Graduated with honors; Major in Corporate Finance;

Leader of the Project Club in the Student Council

### ACHIEVEMENTS

2023 | The Complete SQL Masterclass on Udemy

2022 | Participant of Brainnest Finance Training

2020 | High Quality Award for Harvard business case: Marketing case for Danone

2020 | Participant of EY Summer Bootcamp program: set of trainings

2019 | Work & Travel USA Participant

### ORGANIZATIONS

2023 | Teacher of English in Teachers for Ukraine

2021-22 | NGO for Democratic Rights and Liberties presentation "GOLOS" – Election observers' coordinator (team of 50 people)

2021-22 | Choose to teach – Volunteer and Speaker

2018 | Local Organizing Committee of The World