

# Yulia Penyevskaia

[in/yuliapenyevskaia/](#) | [Add portfolio URL](#) | <https://github.com/Yuliap21> | 646-617-4207 | yulia777best@gmail.com

## SOFTWARE ENGINEER

A bilingual Software Engineer with extensive experience in customer service. With a background in project, team, and time management, known for exceeding goals consistently. Self-driven and motivated by creating and executing new projects. Passionate about learning new technical skills and contributing to team initiatives.

## SKILLS

Strong motivational skills | Highly Organized | Multi-tasker | High Energy | Positive Attitude | Problem Solving  
Bilingual - Fluent in Russian and English | MS Office | Adobe Photoshop | Adobe InDesign

## TECHNICAL PROJECT EXPERIENCE

[\[Add GA projects here\]](#)

## EXPERIENCE

**Operation Manager** | Matchpoint NYC | Brooklyn, NY  
Present

December 2013 -

- Ensure quality control and workflow improvement by running all front desks in accordance with company protocol
- Manage all customer requests and special situations across 3 locations
- Oversee all front desk team supervision and training for 100+ team members and complete monthly performance reviews.
- Interview, recruit, hire, and train new people and manage schedules for multiple teams averaging just over 40 people
- Coordinate seasonal tennis and basketball schedule preparation, payments, billing, and overtime
- Maintain weekly, monthly, and annual financial reports and adjust statements, invoices, payroll and bill collection

**Director of MultiSport Camp** | Matchpoint Summer Camp Summer 2015, 2016, 2017

- Managed camp enrollment, applications, and processing while maintaining activity schedules and hiring all trainers

**CEO** | Sweet21 Blossom | New York, NY

January 2016 - Present

- Created a cosmetic line business for professionals
- Researched and compared numerous products
- Sell product on platforms

**Licensed Real Estate Sales Agent** | Commercial Acquisitions Inc | Brooklyn, NY

March 2018 - March 2019

- Generated leads through various marketing campaigns including phone calls, email, and online ads
- Created legal documents including lease agreements, contracts, and deeds
- Consistently kept up to date with the local and national real estate market trends

**Front Desk Receptionist** | Revived Soul Medical Office | Brooklyn, NY

January 2012 - July 2014

- Provided exceptional customer service to all clients and patients
- Performed administrative duties including email correspondence, email composition, and phone and account monitoring

## EDUCATION

**Software Engineering Immersive** | General Assembly | Remote

April 2021 – October 2021

**Business Administration** | Kingsborough College | Brooklyn, NY

March 2016 - May 2018

Coursework in: Business Law, Business Fundamental, Communication class, Accounting

**Interpreter/ Teacher of English and German** | Kazan Pedagogical University | Kazan, Russia  
2011

September 2008 – May

Graduated the course that included volunteering for 2 years as teachers assistant

**Real Estate Course** | Brooklyn, NY  
2018

September 2017- November