# **Riyad Moursalov**

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# **Language Skills**

* Fluent in English and Russian (written and verbal)
* Beginner level in French.

# **Professional Skills**

***Customer Service and Administrative Skills***

* Ability to effectively multi-task
* Work well with management, teammates and other departments
* Experience with multi-line phone
* Respond to online inquiries and troubleshoot
* Greet and help visitors
* Manage correspondence and electronic data base systems.

***Interpersonal and Teamwork Skills***

Team player:

* Strong work ethic
* Friendly and approachable
* Punctual and reliable

Multitasked:

* Optimum performance in fast paced working environment
* Willing to take an extra step to ensure excellent results

***Computer Skills***

* Proficient Microsoft Office
* Proficient with Lotus Notes
* Fluent in Adobe Acrobat
* Proficient in Mac OS
* Online informational research
* Student tracking database

# **Work Experience**

***Receptionist/Concierge*** Washington Athletic Club August 2009 to December 2010

* Deliver excellent customer service to members and guests through accommodations and a positive attitude
* Execute a variety of assignments such as entering data, print reports, letters, memos, and other materials
* Create, maintain and update electronic and paper files, records and other documents
* Perform specialized services of a routine administrative nature in strict accordance with established procedural guidelines as appropriate to the position

***Administrative Assistant***  Research Foundation of CUNY April 2007 to May 2009

* Assisted with the daily functions of a program funded by the City of New York for low income residents
* Attended to phone calls and correspondence, scheduled appointments, ordered office and student supplies
* Interviewed and gathered documentation from applicants to determine eligibility according to program requirements
* Reviewed admission applications for information accuracy and entered it into the student tracking database
* Processed sensitive and confidential documents and information such as tracking and documenting student progress

***Receptionist/Administrative Assistant***  S&F IT Consulting September 2003 to March 2007

* Created, maintained and updated electronic and paper files, records and other documents
* Performed specialized services of a routine clerical nature in strict accordance with procedural guidelines
* Greeted customers, maintained a multi-line phone system, answered and re-routed telephone calls
* Provided information and technical support for customers as needed

# **Professional Development**

## Recent Training in Microsoft Office: Word, Excel, Power Point and Outlook

# **Education**

**Bachelor’s Degree in Slavic Languages and World Literature**

University of Literature and Languages, Moscow, Russia