



Petronchak Anna Orestivna

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Brief Biographical (Personal) Data:

- Born on the 21st of December 1990 in Lviv;
- 1997-2007 – a pupil of Lviv secondary school № 28. I finished school with distinction.
- 2004- 2007 a student of Lviv Regional Junior Academy of Sciences and Humanities, German language department;
- 2006 – a candidate to membership in Lviv Regional Junior Academy of Sciences and Humanities;
- 2007 – a full member of Lviv Regional Junior Academy of Sciences and Humanities;
- 2007 – attendance of a course “The Lingual Character of Music – The Musical Character of Language” of The German School Academy, the city of Braunschweig, Germany.
- 2007 – a first-year full-time student of Lviv National Ivan Franko University, specializing in the German language and literature. The study was financed from state-budget program fund;
- 2007 – participation in student grant programs for studying in Germany;
- April – August 2010 – a student of Friedrich- Alexander University Erlangen Nürnberg specializing in Germanic Linguistics;
- October 2010 – February 2011 – a student of Duisburg-Essen University specializing in Germanic Linguistics, the examinations results being successful;
- 2012 – a Master degree of Lviv National Ivan Franko University.
- August 2012 – August 2014 – PCS GmbH, Lviv, Information and telecommunication networks operator
 - answering to incoming calls and emails from German- and English-speaking customers and provide them with the required information and resolve their queries;
 - assisting customers on a daily basis via telephone or written correspondence;
 - updating the existing databases with changes and the status of each customer/prospective customer;
 - receiving and record customer complaints and forward to supervisor;
 - processing and file reports and records;
 - setting up and maintain data management systems;
 - accepting and distribute messages.

- November 2014 – January 2015 – Drucode, Lviv, Office Manager / Personal assistant / Pre-sales

Office management:

- buying everything that is needed for office;
- planning office budget;
- taking care of buying staff and picking it up at post offices;
- tracking budget expenses;

Preselling:

- researching leads using available job boards;
- using CRM systems;
- scheduling internal and external meetings;
- answering to incoming emails from German- and English-speaking

customers;

Personal assistance:

- helping with invoicing routines;
- buying conference/flight tickets;
- help organize international trips;
- taking care of documentation management;
- following conference/IT fairs opportunities;
- taking care of printing ads, picking them up etc..

Team building:

- organizing team events;
- taking care of birthdays and buying presents;

- January 2015 – September 2015 - Rolique sp. Z o. o. (ex. Drucode), Lviv, Office Manager / Personal assistant / Pre-sales
- September 2015 – present - Rolique sp. Z o. o., Lviv, Executive Assistant / Pre-sales / Office Manager

Driving license: Category B1, B.

Language competence: Ukrainian, Russian, German (fluent), English (intermediate);

Computer competence: Good command of Microsoft Office tools (Word, Excel and PowerPoint);

I am a calm and reserved extravert sanguine person, able to defend my views actively and logically. I also consider myself to be kind-hearted, sociable, initiative and energetic.