

# **Elena Dementieva**

**e-mail: coralpeony21@gmail.com**

- professional office experience
- strong attention to detail
- ability to coordinate and organise a team/supporting in KPI
- strong organisational and time management skills
- professional, proactive, “can do” attitude
- ability to research, analyse and present material clearly and concisely
- work on own initiative
- flexibility and adaptability

## **Other Skills**

Computer skills (HTML, CSS, JavaScript, jQuery, Node.js, React).  
Language skills: English, Russian.

## **Professional experience**

**2018-Present ESL teacher**

**2017- 2018 Customer Account Specialist at EBSCO Information Services**

Providing technical support to electronic resources EBSCO

**2014 - 2017 Senior customer service professional/technical support on Vertu campaign (luxury mobile company)**

Providing high level of customer support for luxury mobile phones' owners, solving technical issues, pre-sale inquiries, phone registration.  
Daily use of: Impact 360, WFM (Workforce Management web station), Sales force, Kronos

**2009 – 2014 Conferences/Events freelancer  
Supervisor with Russian**

Worked for a wide range of events such as Exhibitions at Excel, Olympia and Earls Court, conferences/ reception and administrative support.

## **Education**

**November – March 2023** Skills Boot Camp in Front-End Web Development

**September 2021** Cybfun.1.0: Cybersecurity Basics, IBM, Certificate of Completion

**July 2021** AI Product Manager, Udacity Nanodegree Program, Certificate of Completion

**May-July 2018** Successfully completed Bertelsmann Data Science Challenge Scholarship

**May - July 2017** Teacher Training course leading to the Cambridge Certificate in Teaching English to Speakers of Other Languages

**1999 – 2004** Bachelor's degree in Tourism and Hotel Business, University of Russia