

# NATALIIA DYKUN

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## Summary

The Office Specialist with the years of experience working with all levels employees, assisting executives, working with more than 8000 new and returning customers yearly, certified System Administrator, the employee with the Service Excellence certificate for keeping customers' satisfaction rate above 97%.

## Skills

- 10 years of work experience in fast-paced environment
- Speak English, Russian, Ukrainian, French
- Self-starter and fast learner, multitasker
- Microsoft Office proficiency (Word, PowerPoint, Outlook etc.)
- Good researcher and planner
- Google Docs, CRM
- Gathering reports, organizing meetings, maintaining multiple calendars
- Experience with Windows, Mac and Linux environment
- In-Depth knowledge of travel industry processes (visas, passports, hotel/flight bookings, etc., knowledge of Sabre technology)
- Multi-cultural experience

## Accomplishments

- Created the content for travel company Internet website and worked with maintaining social networks such as Facebook and Twitter( worked with company's posts and creating ads - up to 1000 per year).
- Organized the working process (planning, collecting materials, filing database, working with Government organizations etc) just for few weeks since the company's foundation.
- Increased customers' attention to company by 50% through creating special deals, promotions, organizing meetings and presentations.
- Generated extra revenue by managing a project for Canada company branch to assist customers in obtaining E-Visas to Sri Lanka, Kenya and Turkey.
- Optimized website of the company, created ideas to be implemented for better customer experience (e.g. photo service with background and quality enhancement).
- Assisted in configuration of servers, worked with monitoring tools, databases and assisted in creating virtual machines during Administration Training (more than 300 practical hours).

## Experience

### Executive Assistant/Visa Specialist CIBT Visas

**12/2015 to 12/2017**  
**Chicago, IL**

- Provided diverse and advanced administrative duties to executives and office employees, worked with projects and data compilation and analysis.
- Assisted customers (individuals, corporate, large groups) with their online, in person, mail or phone requests to obtain visa/passport to any country of the world for any purpose.
- Worked with Word, Excel, Outlook, PhotoEditors, Internet, Spark, Google Docs, Government Organizations and Consulates General.
- Provided recommendations regarding air, hotel, car, tours bookings for customers' trips.
- Scheduled calls, sent e-mails, managed premier consultations, prepared reports and important documentation etc. for the executives.
- Ensured accurate information is maintained on client accounts throughout the implementation cycle (service codes, pricing, shipment information, travel date).
- Conducted thorough review of daily reports including the Critical File List and Agent Action List to ensure that all account information is kept current and follow up actions are met in order to prevent potential issues.
- Organized meetings, planned day schedule, created presentations and charts, prepared materials and correspondence.
- Assisted in training new hires.
- Worked with management on improvement of service - updates on the website and databases.

**Front Desk/ Assistant Manager**  
**India House**

**12/2014 to 11/2015**  
**Chicago, IL**

- Assisted manager in daily activities, helped with projects, coordinated the workflow.
- Greeting and welcoming guests, answering calls and providing all the necessary information required.
- Monitoring online and phone reservations, contacting clients in case of any questions.
- Maintaining and ordering office and bar supplies.
- Daily work planning and performing other admin duties as required
- Organized correspondence and records, following up on pending cases in the timely manner.
- Assisted with the providing all the necessary documentation and if needed presentations.
- Scheduled appointments and trained new hires.

**Travel Consultant/Website Admin**  
**Ant Traveller LLC**

**11/2013 to 09/2014**  
**Kiev, Ukraine**

- Answering calls, e-mails and consultation of the clients.
- Providing all the necessary information for clients: search of the tour, prioritizing principal factors for tourists in every travel spot (Europe, North and South America, Africa and Asia), full documentation support (ticketing, bookings, insurance, visas).
- Created customized travel itineraries for special requests.
- Editing and completing internet site of the company.
- Working with Google Analytics to track the website activity and create the business plan decisions.
- Preparing of advertising offers and settling them on internet resources, designing of leaflets and outer advertising.
- Worked with Microsoft Office, Photoshop and MailChimp.

**Corporate Teacher Of Foreign Languages (English and French)**  
**Golden Staff**

**09/2008 to 09/2014**  
**Kiev, Ukraine**

- Teaching of languages according to Callan Method and Avalon Direct method ( work with Technomatica, Sberbank of Russia, Deloitte, Nutricia, Danone, Deceuninck, TerraBank and private students)
- Editing and translation articles and information from / into English
- Data acquisition and preparation of analytical, informational, reference and other materials;
- Making the reports every month about the work, progress and results of every client

## **Education and Training**

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**Foreign Languages and World Literature**  
Dragomanov's National Pedagogical University

**2009**  
Kiev, Ukraine

**Certificate: RHCSA**  
Red Hat Certified System Administrator

**2017**  
Chicago, IL, USA

## **Additional Information**

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Authorized to work in the USA for any employer without sponsorship.  
References may be provided upon request.