

Mary Chukwuemeka

Call Center Operator / English Tutor/ Social Media Manager

Address Saratov , SARATOV , 410056

Phone 89020419733

E-mail marychuks96@yahoo.com

Resourceful English Tutor with enthusiastic teaching style to engage students of all ages. Skilled in designing hands-on activities in support of individual learning goals. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Articulate Public Relations Manager accomplished in developing strategic communication strategies, coordinating media relations and supporting public-facing executives with polished speeches. Successful at spearheading ongoing efforts and handling crisis communications with level head. Proactive in anticipating and resolving PR issues. Dedicated professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

Skills

Bilingual in Russian & English
Motivating students
Lesson Planning
Group tutoring
Child development

Work History

2020-01 - 2021-11

Online English Tutor

Zenith English Academy , Saratov , Saratov

- Tutored students to develop deeper comprehension of English course materials and better understanding of assignments to improve academic success.
- Planned and organized lesson plans to meet changing deadlines and requirements.
- Interacted positively with individuals from different backgrounds, all levels of language experience and with variety of learning disabilities.
- Crafted effective reading and writing tutoring plans to address weaknesses and motivate students to build confidence and feel successful.

2019-12 - 2021-09

Social Media Manager

Covet Studios, Saratov , Saratov

- Promoted successful outcome of web development strategy by aligning consistent brand messaging and visual designs across digital outlets.
- Set clearly defined goals to drive customer retention, brand awareness and website or social media traffic.
- Devised strategies and roadmaps to support product vision and value to business.
- Utilized techniques such as cold calling, networking and prospecting to develop new leads.
- Increased customer engagement through social media.
- Curated and segmented editorial content to increase engagement and channel growth.
- Engaged online audiences by placing strong focus on sales process support and responding to inquiries and comments timely and knowledgeably.
- Analyzed competitor pages to locate backlink and keyword opportunities.
- Planned and instituted social media marketing plan for clients in various industries.

2020-04 - 2021-07

Call Center Operator

Rexon Inc, Saratov , Saratov

- Responded to customer requests for products, services and company information.
- Received multiple positive reviews acknowledging dedication to excellent customer service.
- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Recommended products to customers, thoroughly explaining details.

Education

2019-08 - Current

Bachelor of Science: Business Communications

Saratov State University - Saratov