

Yuliia Kuznietsova

Date of birth: 1988/03/30

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GOAL

Being highly ambitious and hard working person, I'm looking for a challenging job in well-known and constantly developing company offering corresponding reward for diligence and high results as well as possibility of professional growth and further promotions.

WORK EXPERIENCE

2012 - PRESENT

Aftersales Manager in Finished vehicle logistics department (promoted from previous position; up to 7 people in the team)

[Gefco Ukraine LLC](#)

Quality:

- **monitoring of quality KPIs** on regular basis (damage rate, lead time etc): preparing excel reports and Power Point presentations, sharing the results with internal Management and external Clients/Subcontractors;
- **claim management:** processing of all incoming claims of the dept, issuing claims to responsible parties, following KPIs (on claims receiving, reimbursement etc);
- **organizing and providing of operational audits** at the compounds/subcontractors' places: checking correspondence of operational processes to Brand/Client's standards at the compounds and their following by transport companies.

Invoicing & Statistics:

- **constant analyzing and improving of department invoicing procedure**, its further coordinating;
- **regular preparing and presenting of operational financial statistics** to Company Management, participation in budgeting procedure;
- **coordination of contracts signing process:** reviewing and analyzing of terms and conditions, negotiating with Clients and Subcontractors regarding controversial and disputable issues, organization and control of signing process.

2011 - 2012

Claim specialist

[Gefco Ukraine LLC](#)

- **processing of incoming claims**, their re-invoicing to the responsible parties;
- **negotiating with Clients** regarding claims and quality issues, finding solutions in problematic situations;
- **concluding and providing of official replies** to claim Issuers;

- **monitoring of claim KPIs** (statistics on claim receiving, % of reimbursements etc).

2009 - 2011

Project manager (promoted from previous position)

BLG ViDi Logistics LLC

- **negotiating and concluding of insurance agreements** for company property and responsibility;
- **interacting with insurance companies** regarding insurance events, preparing and providing full package of necessary documents;
- **claim settlement.**

2008 - 2009

QMS department manager

ViDi Logistics Management Group LLC (nowadays - BLG ViDi Logistics LLC)

- **analyses and optimization of operational processes** in the company;
- **preparing written description of operational possesses**, concluding operational instructions;
- **implementation of QMS** in the company, preparation to ISO:9001 certification;
- **participation in internal QMS audits.**

HIGHER EDUCATION

2005 - 2011

Master degree in Linguistics (English, Spanish)

National Aviation University

2008 - 2010

Master degree in Logistics

National Aviation University

TRAININGS

Time Management, Managerial skills (few trainings on different topics)

LANGUAGES

Ukrainian, Russian -native speaker

English - fluent

Spanish - upper intermediate (not used for a long time, but can be easily recovered in memory if needed)

COMPUTER SKILLS

MS Office (Word, PowerPoint, Excel, Outlook), IC

PERSONAL SKILLS

ambitious, hard working, easy-learning, highly responsible, always result and Client oriented, able to make fast decisions, accurate, punctual, having leadership qualities, demanding to myself and my team, stress resistant.