



**Fast and accurate assistant  
and customer experience  
specialist in the international  
company.**

**CONTACT:**



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**Jekaterina.kassapova@  
gmail.com**

# JEKATERINA KASSAPOVA

## EDUCATION

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**Secondary: Tallinn's Central Russian Gymnasium (Estonia)**

2003 - 2014

I have stopped studying, when I was in 11th grade, because I started working and it was impossible to study and work at the same time.

**Secondary: Tallinn Adult Gymnasium (Estonia)**

2017 - 2019

I get an opportunity to continue my studying. I finished with a gold medal and really good results in math exam.

**Higher education: Tallinn University of Applied Sciences (Estonia)**

2019 - 2023 Institute of Technology

Higher education in process, I am studying Automotive Engineering.

## WORK EXPERIENCE

**03.2020 - Inchcape Motors Estonia (Estonia)** – Customer Experience Specialist

Tasks: CRM, VOC and Follow UP data analysis, Automaster customer database maintenance, accountant assistant (entering invoices in SAP system, cash inventory), credit agreements with customers, communication with customers and problem solving.

Website: <http://www.inchcape.ee/>

**05.2017 - 01.2020 Chemi-Pharm AS (Estonia)** – mentor, team leader

Tasks: conveyor setting up and preparing for work, work process organizing, new employee mentoring.

Website: <http://www.chemi-pharm.com>

**04.2016 - 05.2017 DB Team OÜ (Autorent1) (Estonia)** – assistant

Tasks: communication with customers, car rental, concluding contracts with customers, car park handling, communication with Insurance, car buying and selling, website maintenance, database.

**08.2015 - 03.2016 Invest In OÜ (Kiirautolaen) (Estonia)** – assistant

Tasks: communication with customers, concluding contracts with customers, database maintenance, accountant assistant, car buying and selling.

Website: <http://www.kiirautolaen.ee>

**11.2014 - 08.2015 Tallinn Animal Shelter (Estonia)** – Veterinarian assistant

Tasks: registration of new animals, care of them and some daily procedures (treatment, wild animals tame and their handling), maintenance of a database, veterinarian assistance during surgeries.

Website: <http://www.pets.ee>

**09.2013 - 10.2014 Restaurants (Estonia)** – barman, waitress  
Beer House, Restoran Margo, Restoran NOY, Tervise Catering  
Tasks: customers service.

**09.2012 - 09.2013 Hiteh Car Service (Estonia)** – car mechanic

Tasks: car diagnostics and service.

Website: <http://www.hiteh.ee/>

### HOBBIES:

Sport, horses, cars restauration, personal development.

I am a person with technical thinking, but I also have empathic skills and always ready to help people and animals.

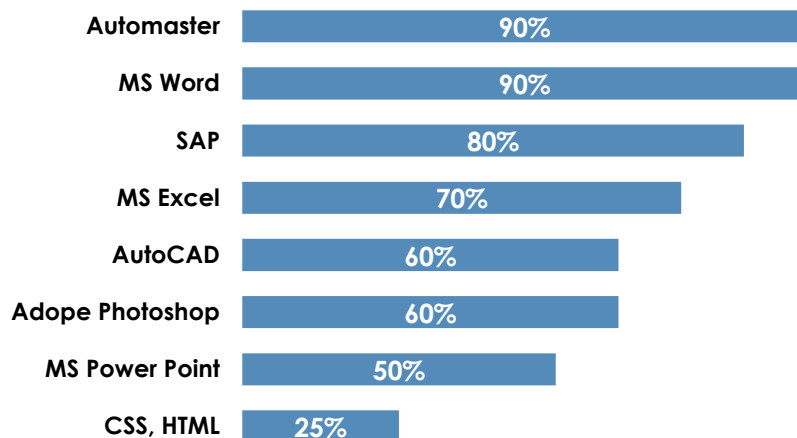
### CERTIFICATES:

"Keen learner", 2019

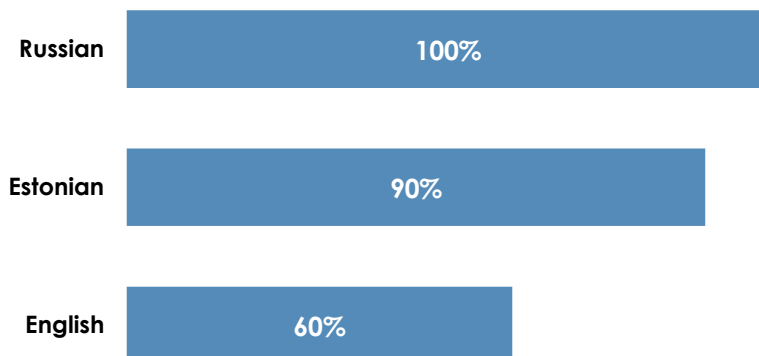
### PUBLICATIONS:

„The girl, but hands under the hood“, 05.2013, Postimees  
<https://leht.postimees.ee/1230652/ise-neiu-aga-kattpidi-mootoris>

### COMPUTER SKILLS



### LANGUAGES



### DRIVING LICENSE:

Category: B

Year of getting: 2015