

OLEKSANDRA BELETSKA



International Expert in Customer Service and Customer Satisfaction

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Excellent time management skills combined with a superior knowledge of the customer service industry. Specialist in identifying customer needs and delivering effective solutions to them. I love working with people, and I have experience working on my own as well as in large teams. I commit the best of my personal and professional skills to my work, and I always offer a good and positive attitude even under stressful situations.

PROFESSIONAL EXPERIENCE

- (OCT 2019 - JUL 2021) **Billing Manager.** *B Online Marketing Solutions, LLC.*

Managing a 3-person team of billing support agents in the online trading platform financial institution.

Responsibilities:

- Overseeing the department's daily functions and operations.
- Responding to billing department issues.
- Managing the selection and training of the billing department staff.
- Evaluating the team's ongoing training efforts.
- Delivering performance evaluations.
- Performing refunds.
- KYC, fraud prevention.
- Dealing with wire providers.
- Daily reports to the CEO of the company regarding the workflow and situation with wire provider partners, clients' success.
- Preparing weekly/monthly/yearly reports.

Tools: Tradersoft CRM, Zendesk, Slack, Microsoft Office. Microsoft Teams, Skype, messengers etc.

- (JAN 2019 - JUL 2019) **Individual Travel Expert.** *Keytours Vacations.*

Responsibilities:

- Design and curate personalized travel itineraries based on clients' preferences, budgets, and interests.
- Research and recommend destinations, accommodations, transportation, and activities tailored to individual needs.
- Booking flights, hotels, rental cars, tours, sightseeing and other travel services.
- Provide expert advice on travel insurance and necessary documentation.
- Stay updated on travel trends, regulations, and safety guidelines to offer informed recommendations.
- Handle customer inquiries and resolve travel-related issues promptly and professionally.

- Develop and maintain strong relationships with travel vendors and service providers.
- Maintain accurate records of bookings, client preferences, and special requests, update clients profiles etc.
- Utilize travel management software and online booking tools.

- (AUG 2015 - OCT 2018) **Active Department Manager.** *B Online Marketing Solutions, LLC.*

Promoted to this position after 6 months as a Customer Support Representative. From that moment on, managing together with a colleague a 24/7 department of up to 50 agents.

Responsibilities:

- Planning schedules, recruiting and training new agents, fixing issues, and presenting weekly reports.
- Communicating with customers through various channels (Live chat, email, phone).
- Responding promptly to customer inquiries.
- Handling customer queries and complaints.
- Maintaining a positive and professional attitude toward customers.
- Ensuring customer satisfaction and providing professional customer support.

I have run a customer support department for the Bitcoin selling platform for the last few months, assisting with Blockchain-related matters, dealing with providers, and taking over the KYC of the clients' database.

- (NOV 2017 - JAN 2018) **Flight Attendant.** *YANAIR Airlines.*

Responsibilities:

- Ensure the safety, security, and comfort of passengers throughout the flight.
- Conduct pre-flight safety checks and demonstrate emergency procedures to passengers.
- Provide exceptional in-flight customer service, including serving meals, beverages, and assisting with special requests.
- Respond quickly and efficiently to in-flight emergencies and medical situations.
- Assist passengers with boarding, seating arrangements, and baggage storage.
- Communicate with passengers in a clear and professional manner.
- Enforce airline regulations.
- Handle and resolve passenger complaints or concerns professionally and courteously.
- Work collaboratively with the flight crew to ensure smooth operations.
- Maintain a well-groomed and professional appearance that aligns with airline standards.
- Stay updated on airline policies, safety protocols, and first aid procedures.
- Assist passengers with disabilities, unaccompanied minors, and those requiring special assistance.

- (MAR 2015 - JUL 2015) **Customer Support Representative.** *FOSA-International.*

Provided support to the Central and North America markets.

Responsibilities:

- Assist players with account registration, verification, and login issues.
- Respond to customer inquiries via live chat, email, and phone regarding games, promotions, and payment methods.
- Resolve player complaints, technical issues, and disputes.
- Process deposits, withdrawals, and bonus requests while ensuring compliance with company policies.
- Educate customers on online casino terms & conditions.
- Collaborate with fraud prevention teams to detect and prevent fraudulent activities.
- Escalate complex technical or financial issues to the appropriate department when necessary.

- Maintain accurate records of customer interactions and transactions in the support database.
- Stay updated on new games, features, and promotions to deliver accurate information to customers.
- Work in a fast-paced environment while meeting service level agreements (SLAs) and performance targets.

Tools: Panda CRM and other 3 different CRMs alike Panda.

- (FEB 2013 - MAR 2015) **Sales Manager and Barista.** *CaiFe.*

I managed sales and promoted elite brands of coffee and tea, produced in France, Switzerland and Italy (including over 70 different types of tea and over 30 types of coffee).

Responsibilities:

- Prepare and serve high-quality coffee, espresso, tea, and specialty beverages.
- Take customer orders and provide exceptional service with a friendly attitude.
- Operate and maintain professional espresso machine (Rocket Appartamento) and grinders.
- Handle cash, card transactions, and use POS systems accurately.
- Maintain cleanliness and organization of the coffee bar and workstations.
- Follow sanitation guidelines to ensure a clean environment.
- Stock and replenish coffee beans, tea, packages and other supplies as needed.
- Educate customers on menu options and recommend drinks based on preferences.
- Work efficiently in a fast-paced environment while ensuring order accuracy.
- Package and label coffee & tea for retail sale.
- Ensure proper storage of tea leaves and coffee beans to maintain freshness and quality.
- Promote new products, special blends, and seasonal offerings to boost sales.

- (JUL 2013 - DEC 2014) **Emergency Travel Service Agent / Team Leader.** *Obriy Inc.*

Operating on Ukrainian market since 1995. Representing American Express Global Business Travel since 2000.

Responsibilities:

- Researched and curated optimal flights, hotels, and transfer combinations based on clients preferences and business trip schedules.
- Assist clients with urgent travel changes, cancellations, and rebookings due to emergencies such as flight delays, weather disruptions, or personal crises.
- Provide immediate support for rebooking flights, arranging accommodations, and ground transportation in response to unforeseen travel disruptions.
- Offer timely solutions to customers facing issues like lost luggage, missed connections, and medical emergencies while traveling.
- Communicate with airlines, hotels, and other service providers to secure last-minute travel arrangements.
- Handle customer inquiries regarding emergency travel documentation, including visas, insurance, and travel advisories.
- Maintain calm and empathetic communication with distressed travelers while providing practical travel solutions.
- Stay informed on travel restrictions, safety protocols, and emergency procedures across various destinations.
- Document all customer interactions, travel adjustments, and issues for accurate record-keeping and follow-up.
- Collaborate with other departments, such as customer service, billing, and ticketing, to ensure smooth and efficient problem-resolution.
- Weekly reports to the upper management.
- Handling the schedule, training and smooth operation of the team 24/7.

Tools: Amadeus/ Sabre GDS Selling platforms. Microsoft Office. "1С:Бухгалтерия" (Accounting software).

- (APR 2008 - FEB 2013) **Senior Flight Attendant.** *Aerosvit Airlines.*

Responsibilities:

- Lead and supervise the cabin crew to ensure efficient in-flight service and safety compliance.
- Conduct pre-flight briefings to communicate safety procedures, service protocols, and crew assignments.
- Ensure the safety, comfort, and well-being of passengers throughout the flight.
- Handle emergencies, including medical incidents, evacuations, and possible security threats.
- Train and mentor junior flight attendants on safety procedures, customer service, and company policies.
- Conduct pre-flight and post-flight inspections to ensure cabin readiness and compliance with airline regulations.
- Provide first-class customer service, handling VIP passengers and special service requests.
- Assist in resolving passenger complaints and disputes professionally and efficiently.
- Communicate effectively with the cockpit crew to ensure smooth flight operations.
- Monitor and enforce airline policies, including safety protocols, security measures, and service standards.
- Manage onboard inventory, including food, beverages, and emergency supplies.
- Handling Duty-free sales on board, dealing with cash from sales and reporting invoice.
- Maintain a well-groomed and professional appearance that aligns with airline standards.
- Stay updated on airline policies, safety protocols, and first aid procedures.
- Assist passengers with disabilities, unaccompanied minors, and those requiring special assistance.

Promoted to the Senior Flight attendant position after 2 years of being in a Flight attendant position.

- (JUL 2007 - APR 2008) **Airline Booking Agent.** *Aerosvit Airlines.*

Responsibilities:

- Assist customers with booking, modifying, and canceling flight reservations over the phone.
- Provide detailed information on flight schedules, ticket prices, baggage policies, and travel regulations.
- Handle customer inquiries, complaints, and special requests professionally and courteously.
- Offer personalized travel recommendations based on customer needs and preferences.
- Assist with rebooking flights due to delays, cancellations, or schedule changes.
- Explain fare rules, refund policies, and loyalty program benefits to customers.
- Resolve booking errors and technical difficulties efficiently.
- Maintain accurate records of customer interactions and transactions in the database.
- Follow airline policies and procedures to ensure compliance with industry regulations.
- Work efficiently in a fast-paced environment while meeting call center performance targets.
- Provide multilingual support to assist international travelers.

Tools: Amadeus GDS selling platform.

EDUCATION

- **Bachelor Degree on Organizational Management** (2007). Major in Goods and Services Market Management. *State University of Trade and Economics, Ukraine.*

CERTIFICATIONS

- (MAY - 2023) **Introduction to HTML5.** *University of Michigan - Coursera.*
- (AUG - 2023) **Introduction to CSS3.** *University of Michigan - Coursera.*

SKILLS

Industry Knowledge

Customer Service Management, Client Relations, Customer Support, Teamwork, Customer Experience, Problem Solving, Support Management, Customer Service Representatives, GDS.

Languages

- **Ukrainian:** Native.
- **Russian:** Native.
- **English:** Fluent.
- **Spanish:** Basic proficiency.