

+

SUMMARY

14 years of experience in client service, office and restaurant management

EXPERIENCE

- | | |
|--|-------------------|
| Personal assistant /Office manager
Agricultural company "Agricom group" | 11/2021 - 04/2023 |
| <ul style="list-style-type: none">• Fulfillment of instructions of the head• Maintaining the Google calendar and meetings• Supervising the work with clusters• Working with documents and post• Working with the Bitrix24, Zoom programs• Organization of events and corporate parties• Administrative work, ordering goods for the office | |
| Personal assistant /Office manager
LLC Creative Projects Ukraine, Development company | 12/2017 - 09/2021 |
| <ul style="list-style-type: none">• Fulfillment of instructions of the head• Personnel search• Overseeing general office operation• administrative work, ordering goods for the office• Working with the documents and post | |
| Guest editor
TV channel "NewsOne" | 06/2017 - 10/2017 |
| <ul style="list-style-type: none">• Searching and inviting guests to broadcast• Preparing content for a broadcast• Meeting guests | |
| Restaurant manager
Entertainment center "Avalon" (Kyiv) | 09/2014 - 04/2017 |
| <ul style="list-style-type: none">• Improving the quality of service• Recruiting, training and supervising staff• Solving problems• Managing finances• Working with documents, reports | |
| Receptionist
Entertainment center "Avalon" (Kyiv) | 03/2011 - 09/2014 |
| <ul style="list-style-type: none">• Greeting and advising guests.• Taking calls for table reservations and providing information about the center• Recording all information in the database | |

Sales and client service manager
Tech-Card Service Ukraine LTD

12/2010 - 02/2011

- Creating a database of all retail companies, conclude new contracts with its
- Sales of plastic cards to Ukrainian companies, selling loyalty cards
- Keep records and statistics of sales processes in CRM

Office manager
Retail company "Spa- Service"

02/2010 - 11/2010

- Answering incoming calls and customers consulting
- Processing applications for products
- Sales of products

Art Director
Night club "Canyon"

01/2008 - 12/2009

- Organization and control of the show programs
- Recruitment and staff training

EDUCATION

Agricultural management / Management of organizations
Zhytomyr National Agroecological University - Diploma of Bachelor and Specialist

2009

CERTIFICATES

Driver's license

2006 - Present

Health School of Ekaterina Tolstikova "Nutritional Specialist"

2020-Present

Training of service expert Oksana Marusich "Service that sells"

2017-Present

Ballroom dancing school

1993 - 2004

SKILLS

Perfect organization skills
Multi-tasking
Teamwork
Strong result orientation

Ability to prioritize, plan and control
Detail-oriented

LANGUAGES

English – B1

Ukrainian, Russian - native
Hebrew - in studying