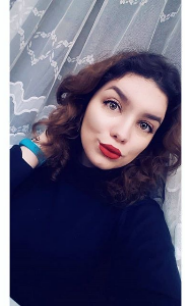


Daria Perevoznyk

Office - manager



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📍 Lublin, Poland

🗨 Skype dasha_perevoznik

Summary

I'm looking for a job as office - manager! I worked as English teacher for two years and have great experience as a call-centre operator.

Ability to lead team members and motivate them to increase brand recognition and get sales exceeding target revenue. Multi-lingual professional with good problem-solving attitude and capable of implementing new strategies.

Professional Skills

Proficient verbal and written communications skills

Ambitious and perfectionist

Good team-worker

Sense of responsibility

Smart analyzing and planning abilities

Strong administrative skills

Work experience

Wedding agency "Tony"

Interpreter (remote job)

03/2017 - present

- Receive and respond to phone calls and messages from clients.
- Attend and translate for client meetings and conferences, as assigned.
- Translate a variety of documents, correspondence and written procedures.
- Perform and render translations from English language to Russian and vice versa.

School #142 Kharkov, Ukraine

English teacher

06/2017 - 08/2019

- Developed English lesson plans in line with the national curriculum: Planned English lessons to meet curriculum standards.
- Helped students understand, speak, read and write in English.
- Modified assignments and activities to meet the learning needs of individual students – Identified and sorted into small, similarly skilled groups.
- Classroom management: Prepared English classroom and coursework materials, homework assignments, and handouts. Prepared course work, planned class sessions: Selected/integrated appropriate instructional materials for classroom instruction – Organized/delivered classroom lectures to students. Arranged extra-curricular activities and set targets for pupils.
- Evaluated the students' class work and assignments: Graded tests, essays, reports and other assignments – Regularly provided students with feedback in line with the faculty assessment systems.

Online-shop "Bineks" Kharkov, Ukraine

Call-centre supervisor

01/2015 - 01/2017

- Managed daily call center operations.
- Developed and implemented staff training and mentoring programs.
- Implemented customer quality procedures.
- Dealt with customer issues in a courteous manner.
- Ensured that rules of conduct were adhered to during each call.
- Monitored staff calls for quality assurance purposes.
- Approved time off requests and prepared staff schedules.
- Provided initial training for each new call center project.

Work experience

Publishing house "Osnova"
Kharkov, Ukraine
Call-centre operator
12/2014 - 03/2015

- I worked as a call-centre operator. I sold literature and other materials for teachers by phone. Answered incoming calls from clients and customers and provided them with the required information and resolved their queries.
- Attended meetings to gain knowledge about the new products launched, features introduced and existing products removed
- Introduced the organization to new inquiries and provided information about the organization's objectives, products and services to the new customers
- Made note of the complaints, suggestions and grievances of the customers, and took immediate action against them
- Called back grieved customers and ensured their grievances are solved.

Education

Kharkiv Pedagogical University
2016 - 2017

Master's degree. Specialization : English teacher, teacher of Ukrainian language and literature.
I was a monitor of the group for all five years. I communicated with all teachers and students and decided problems that occurred. Total score: 87 (100 is max).

Kharkiv Pedagogical University

2012 - 2016

Bachelor of English philology.

About

Languages

Russian - fluent
Ukrainian - fluent
English - advanced
Polish - beginner

Skills

Time management skills.
People management skills.
Accuracy and Attention to details.
Organization and prioritization skills.
Problem analysis, use of judgment and ability to solve problems efficiently.

Date of birth

17/01/1995

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Wyrażam zgodę na przetwarzanie moich danych osobowych zawartych w mojej ofercie pracy dla potrzeb niezbędnych do realizacji procesu rekrutacji (zgodnie z Ustawą z dnia 29.08.1997 roku o Ochronie Danych Osobowych)