



Bc. Sergebayeva Saya

Leading Specialist /

Client Manager

Personal info

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(professional portfolio)

AREAS OF EXPERTISE

- *Communicational abilities*
 - *Technology abilities*
- *Organisational abilities*
 - *Planning*
- *HR Administration*
 - *Problem solving*
- *Dedicated team player*
 - *Customer service*

KEY SKILLS

sergebayeva.s@gmail.com

PROFILE

Highly motivated and detail-oriented professional with experience in coordinating, planning, and supporting daily operational and administrative functions to excel in Client Service role.

As a client manager previously involved in answering emails and phone calls, supporting clients, organising files, prepare documents for Ministry of the Interior of the Czech Republic and Ministry of Labour and Social Affairs of the Czech Republic. Trained in administrative support involving senior managers, typing documents, collecting business information and performing data entry, also with working knowledge of computer skills, marketing research and strategies, excellent analytical and communication skills.

I enjoy challenge, problem-solving and meeting targets within a highly pressurised working environment, with the ultimate goal of balancing the needs and objectives of both the company and the workforce, increasing company profitability and positively enhancing administrative operations as well as gaining experience in the profession.

I have a passion for business and my cross-cultural background (fluent in two languages) gives me a unique insight into the needs of an international client base.

Currently looking to progress to a new and challenging role within the administrative role, one which will make best use of my existing skills and experience and also further my professional development.

CAREER EXPERIENCE

The Ministry of Information and Communication of the Republic of Kazakhstan - Institution for providing services to citizens of Kazakhstan.

My main responsibilities in this organization were providing public services such as working with particular documentation, registration of pensions and benefits, etc. Also, I worked as a **Deputy Director's principal assistant from 2013 -2015 years.**

Duties:

- Engaged in office administration activities and processing documentation.
- Answered phone calls , filed documents and emailing correspondence with other institutions, assisted with decision making process.
- Worked directly with HR staff administration in general office duties.

- *Working knowledge of Excel, PowerPoint, Microsoft Word*
- *Providing of public services*
 - *Customer support*
- *Corporate communication*

LANGUAGE

- *Russian - native*
- *Kazakh - native*
- *English - Upper - Intermediate (IELTS Certificate 2018, Prague, "British Council").*
Currently, C1 - Advanced level.
- *Czech - Certificate of the Czech language Jaspex 300 - B2 (2015 - 2016) - Czech Technical University in Prague ČVUT.*
- *Goethe Institute - Certificate of the German language A1 2014.*

OTHER

- *Flexibility with hours, location, tasks*

- Sourced and screening candidates for the recruiting team.
- Provided administrative support to the senior managers and assisted with various projects.
- Assisted with the planning and coordination of events.
- Processed new employee paperwork, verified documentation, and scanned documents
- Worked as a team with other staff members to provide exceptional services to the duty and senior managers.

ARTVIKO HORECA s.r.o. Prague, Czech Republic

Client Manager from 2017

Duties:

- Communication with clients and employees using a positive and clear speaking voice, listen to and understand requests, respond with appropriate actions and provide accurate information.
- Sourced and screening candidates for the recruiting team.
- Processed new employee paperwork (connected with visa), verified documentation and scanned documents.
- Communication directly with other institutions, supporting clients, organising files, prepare documents for Ministry of the Interior of the Czech Republic and Ministry of Labour and Social Affairs of the Czech Republic.

EDUCATION AND QUALIFICATION

- **"Karaganda University of Economics"**
"Finance" (specialization) Karaganda Kazakhstan 2010 - 2013

ADDITIONAL QUALIFICATION

❖ Professional Photographer

- Studio, Portrait, Business and Fashion photoshoots
- **Adobe Photoshop CS6**
- **Adobe Lightroom CC**
- **Wedding, engagement, family photoshoots**

