

Olha Tyshchenko
Edmonton, Alberta
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Eligible to work in Canada

Objective:

Seeking a position in administration and customer service to leverage my skills effectively in providing exceptional client support while managing administrative tasks. With diverse experience, I aim to contribute positively to organizational objectives and customer satisfaction.

Profile:

Dedicated and results-oriented professional with extensive experience in administrative roles, adept at managing office operations and delivering high-quality customer service. Strong organizational skills, excellent communication abilities, and proficiency in MS Office Suite. Proven track record in training and personnel development.

Professional Experience:

Training and Development Specialist
June 2018 - March 2024

LANET Telecommunications Company,
Bila Tserkva, Ukraine

- Developed and delivered training programs for call center operators, focusing on self-motivation, effective communication, voice image for call center operators, managerial training, and chat operator training.
- Received positive feedback on independently designed training modules.
- Contributed to improved employee morale and enhanced customer satisfaction levels.

Technical Support Operator
March 2018 - June 2018

LANET Telecommunications Company,
Bila Tserkva, Ukraine

- Provided technical assistance and support to customers via phone, email, and chat in a high-volume call center environment.
- Diagnosed and resolved technical issues related to internet connectivity, modem/router configuration, and software applications.
- Utilized ticketing systems to log customer interactions and ensure timely resolution of issues.

Administrator/Receptionist
September 2016 - February 2018

PROGRES English Language School for Adults,
Kyiv, Ukraine

- Managed administrative tasks including student enrollment, scheduling, and resource allocation.
- Acted as the primary point of contact for students and visitors, providing information and assistance in person, via phone, and through email correspondence.
- Handled front desk operations efficiently, managing inquiries and appointments.

Police Officer
February 2015 - June 2016

Kyiv Police Department,
Kyiv, Ukraine

- Executed law enforcement duties ensuring public safety and security within the Kyiv Police Department.
- Responded to emergency calls, conducted investigations, and enforced laws to uphold community welfare.
- Collaborated with team members to maintain order and resolve conflicts effectively.
- Demonstrated strong communication skills while interacting with diverse individuals and communities.

Office Clerk
June 2013 - January 2015

Bila Tserkva Agricultural University,
Bila Tserkva, Ukraine

- Provided administrative support within the university's office department, managing paperwork, correspondence, and office supplies.
- Assisted in organizing meetings, maintaining records, and coordinating schedules.
- Handled incoming and outgoing communications, including emails, phone calls, and faxes.
- Collaborated with colleagues to ensure efficient office operations and timely completion of tasks.

Volunteer Experience:

Warehouse Assistant
April 2024 - now

Food Bank, Edmonton

- Contributed to the efficient operation of the Food Bank by sorting products and assembling hampers for distribution.
- Demonstrated attention to detail and organizational skills while ensuring accurate categorization and packaging of items.
- Collaborated effectively with team members to meet deadlines and fulfill orders promptly.
- Enhanced communication and teamwork abilities through coordination with diverse volunteers and staff members.

Education:

Specialist Diploma in Ecology and Environmental Protection
Bila Tserkva National Agrarian University, Ukraine
Year of Graduation: 2009

Licenses & Certifications:

Class 5 driver's license (valid)

Languages:

English: Advanced

Ukrainian and Russian: Fluent