Valeriya Kim

New York, NY · (347) 420-8817 · valeriya.kim55@gmail.com · linkedin.com/in/valeriya-kim

PROFESSIONAL EXPERIENCE

Operations Manager   **11/2021 – present**
Skinprologica, New York, NY, *Medical Spa*

- Perform as an office manager responsible for improving customers experience and ensuring all treatment protocols are followed by providing efficient scheduling and communication
- Assist spa employees with general IT support through maintaining the devices and software updates
- Provide customer care on social media platforms by processing the requests within 1 hour
- Manage medical records and doctor's prescriptions for customers aesthetic procedures by collecting the data beforehand and submitting to the pharmacy
- Optimize 10,000 customers data base for more efficient marketing through updating and expaning obtainable records
- Oversee medical & general supplies purchasing on a weekly basis and maintain the budget using MS Excel
- Schedule maintenance and quarterly checkup for $100,000 worth of medical aesthetic devices to ensure the devices are utilised at a full capacity

Tech Stack: MS Windows, iOS, Envision Cloud

Part-Time Front desk Coordinator   **07/2021 – 11/2021**
Flash Lab Skin&Laser, New York, NY, *Aesthetics Spa*

- Managed daily operations and documentaion between the spa and customers through Mindbody software and emails
- Provided customer support with scheduling and post-procedure care concerns
- Asssisted laser technicians with necessary technical support

Tech Stack: macOS, iOS, Mindbody

Operations Manager   **10/2019 – 08/2021**
Manhattan Laser Spa, New York, NY, *Medical Spa*

- Performed as an office manager responsible for daily spa operations including scheduling, checking treatment protocols and maintaining sanitation requirements
- Developed training system to educate new employees on treatment protocols, company policies and customer care
- Generated over $30,000 in sales, with the average $20,000, during the annual high point by offering cost efficient and effective treatment plans
- Managed weekly schedule for 3 locations with more than 15 staff members while ensuring efficient resource allocation
- Digitized manual records into Mindbody Software for more than 1,000 customers
- Created and promoted content for social media platforms (Instagram, Facebook)

Tech Stack: Android, MS Windows, macOS, Mindbody

Assistant Manager   **06/2017 – 07/2018**
COTIN Planning, Seoul, South Korea, *Entertainment and Cultural Events planning, MICE*

- As an employee of hired partner company of LOTTE World (Korea's biggest Attraction Park) worked on improving multicultural communications between event organizers and over 200 performance team members
- Created and curated educational and instructional events in English, Russian, Korean languages
- Managed daily rehersal schedule for international teams with over 200 people
- Optimized payroll system for the international performance teams
- Provided communicational and general IT support to event organizers and stage directors

Tech Stack: Android, MS Windows, macOS

Translator, Business Coordinator   **09/2015 - 12/2016**
Freelance, Seoul, South Korea
- Assisted foreign companies with entering new market by providing third-party communication services including oral and witten translation, logistics, digitalizing paper documentation
- Facilitated business opportunity meetings by connecting the parties and provoding market research reposrts for the realtive industries (mostly construction, infrastruscture, medical)
- Contributed into broadening the understanding of local market by foreign organizations by developing educational guidelines and providing insights for the local markets

Junior Office Assistant   **06/2016 - 08/2016**
Samsung C&T, Seoul, South Korea
- Assisted HR and overseas business development teams with market research and business legislation system research in Russia & Central Asian regions
- Provided oral, written translation (Russian, English) for business expansion projects, multicultural communications
- Managed business documentation translation (legal documents, agreements, government submission forms, financial reports), meetings & buziness events scheduling

Tech Stack: Android, MS Windows, macOS, Teams

EDUCATION
Columbia Engineering Bootcamp: Coding   **2022-currently enrolled**
Columbia University, New York, USA
Covers a full-stack: HTML5, CSS3, JavaScript, jQuery, Express.js, React.js, Node.js, progressive web apps, agile methodology, computer science, database theory, MongoDB, MySQL, Git etc.

Master of Economics: International Business and Cross-Cultural Management   **2018**
Dongguk University, Seoul, South Korea
(GPA: 3.8)

Bachelor's degree in Oriental Studies: Northeastern and Korean Studies   **2015**
Al-Farabi Kazakh National University, Almaty, Kazakhstan
(GPA: 4.0)

SKILLS & LANGUAGES
Skills: Market research, MS Office, Documentation, Cross-Cultural Communication
Time Management, Resourcefulness, Critical Thinking

Languages: Russian (native), Korean (fluent), English (fluent)