

## **Vitalii Zahrai**

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Customer service professional dedicated to effective team functionality and customer satisfaction. Dedicated professional who cultivates positive in-team and customer relationships through clear and helpful communication. Exceptional personality who addresses inquiries and resolves problems as they arise. Customer service expert with sound judgment and an ability to resolve problems tactfully and diplomatically.

### **Skills**

- Exceptional interpersonal communication
- Exceptional telephone etiquette
- Effective problem solver
- Negotiation expert
- Process improvement specialist
- Adherence to high customer service standards
- Customer-focused
- Creative problem solver
- Quick learner
- Ability to understand and quickly solve complex problems

- Flexibility in assigned tasks
- Pro-active personality towards work
- Self-motivated
- Able to work without supervision

### **Skills Skill-up**

- HTML5
- CSS/SASS
- JavaScript(base)
- Sublime Text 3
- Bootstrap
- MaterializeCSS
- Git

### **Education**

2014 -2015

Master of Science in *Automation and Computer Science*, National Forestry University of  
Ukraine

2010-2014

Bachelor of Science in *Automation and Computer Science*, National Forestry University of  
Ukraine

2007-2010

Junior Specialist in Mechanics, Lviv Polytechnic College

2015 -2017

Sales Manager, ***Troyanda Zakhid*** Ltd, Lviv

- Increased revenues by 13% within the first year as Sales Manager.
- Exceeded regional annual sales target by 5%.
- Created and launched new online marketing strategies that resulted in 7% sales increase.
- Contacted customers by phone and email in response to inquiries.
- Promptly resolved all customer requests, questions and complaints.
- Built relationships with customers and the community to establish long-term business growth.
- Identified and qualified customer needs, developed sales strategies and negotiated and closes profitable projects with a 85% success rate.

2013-2015

Shift Manager, ***Retail Management Systems*** Lviv

- Investigated and resolved customer inquiries and complaints in an empathetic manner.
- Adhered to all confidentiality requirements at all times.
- Met all customer guidelines including service levels, handle time and productivity.
- Solved unresolved customer issues.
- Promptly responded to inquiries and requests from prospective customers.
- Facilitated inter-departmental communication to effectively provide customer support.
- Resolved associate, tool and service delivery issues revealed by statistical reports.
- Developed highly empathetic client relationships and earned a reputation for exceeding service standard goals.
- Maintained up-to-date knowledge of product and service changes.

- Managed work flow to exceed quality service goals.