

Inna Atamanova
(385)259-4285

inna.atamanova1908@gmail.com

Excellent Communication and Organizational skills • Analytical skills
Strong Research skills • Goal oriented • Great Leadership skills • Attention to detail and Ability to multitask • Decision Making and Strategic Planning skills • Excellent Time Management and Problem-Solving skills • Customer Satisfaction Focus

Professional Experience

The Little America Hotel - Salt Lake City, UT

Assistant Food & Beverage Manager

Feb 2016 – Present

Assisting in Managing Day-to-Day Operations, in ordering of F&B supplies. Supervising daily F&B shift operation and ensuring compliance with all F&B policies, standards and procedures. Supporting and supervising an effective monthly self inspection program. Operating all department equipment as necessary and reports malfunction. Encouraging and building mutual trust, respect and cooperation among team members. Developing specific goals and plans to prioritize, organize and accomplish work. Responding to guest inquiries and coordinating special arrangements and requests. Taking proactive approaches when dealing with guest concerns. Analyzing information and evaluating results to choose the best solution and solve problems. Training and motivating a crew, meeting daily and monthly departmental sales goals set by management and sales team to ensure that the company is achieving it's financial goals. Providing monthly sales reports.

Philips Healthcare Systems - Moscow, Russia

Product Manager Assistant

Jan 2015 – Dec 2015

Developing strategies to promote a product, helping in identifying the target audience of a product. Supporting the product manager in decision making. Monitoring tasks involved in marketing, sales and production. Participation in the budgeting process. Preparing market and product requirements documentation. Planning different promotional material. Building long term relationships with customers. Providing different suggestions to the research and development teams.

Feb 2014 – Jan 2015

Customer Care Coordinator

Dealing with customer calls and registering them in the service management system. Issuing service orders. Assigning and dispatching Field Services Engineers (FSE's) to assigned service orders. Ordering spare parts when required and informing FSE on delivery schedule. Informing customers about the status of their call and make detailed appointments. Inform Technical Support Specialist about new FCO. Managing the progress of the FCO completion status and escalate before overdue. Monitoring work progress of all service orders and take appropriate actions to execute work service orders on scheduled time. Following up with all relevant business policies and procedures, producing reports and reviews on work projects.

A1 Logistics - Moscow, Russia

Sales Administrator

Aug 2013 – Jan 2014

Processing orders via email or phone. Checking data accuracy in orders and invoices. Contacting clients to obtain missing information. Liaising with the logistic department to ensure timely deliveries. Maintaining and updating sales and customer records. Checking prices and contracts. Processing a high volume of product orders. Reporting monthly sales results to the sales team.

Westwing Home & Living - Moscow, Russia

Marketing operations specialist

June 2012 – June 2013

Proving strategic, creative solutions to clients in an effort to grow business. Supporting these efforts through quotations, tariff generation, marketing plan. Supporting brand & product marketing managers to drive client acquisition and retention strategies and campaigns. Coordinating with other members of the marketing team to stay on the top deadlines to ensure all email campaigns go out correctly and on time. Creating, testing and troubleshooting email templates. HTML, CSS experience.

Web Content Manager

Jan 2011 – June 2012

Creating, developing, managing web content and coordinating web projects across department. Working and managing freelancers, copywriters and generating summary content on company product line, providing solutions and marketing ideas for the sales department, Assisting promote the company online marketing strategy and SEO. Strong ability to work in team environment, and multi-task projects under strict deadlines

Education

Web developer (Coding Bootcamp)

In progress education

University of Utah

Web developer

Certificate of Completion (HTML, CSS, JS, Node)

Udemy.com

Master's Degree, Information technology Engineer/ Design engineer in packaging industry

Moscow State University of Printing Arts - Moscow, Russia

Languages

English • Russian

Technical Skills

Salesforce • HTML • CSS • Microsoft Office • Agile • Sage • Microsoft Project • SAP • SharePoint • PowerPoint • Excel • Citrix Xenapp • CoralDraw • Oracle • SQL • Apex

References

Upon request

