**Kamilla Zhunussova**

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**SKILLS**

Training and instructing | Project management | G-Suite (Sheets, Docs) | Verbal & Written communication | Problem-solving | Trello | C# | Zoho (CRM, Sign, Forms, Flow) | MS Office (Excel) | SQL | Data Cleaning

**EXPERIENCE**

BIRDS NEST PROPERTIES | Vancouver, BC

**Special Projects, Operations August 2021 - Present**

* Performs and manages CRM integrity, monitoring, and cross-system reconciliations to keep accurate records; Created multiple functions for Zoho CRM to automate day-to-day operational tasks using the Deluge programming language.
* Works closely with business stakeholders and developers in process improvement to automate daily tasks and increase efficiency by process mapping, creating new workflows (over 50 workflows), adjusting blueprints (over 8 blueprints), and creating SLAs.
* Develops and maintains technical documentation, releases notes, and conducts end-user training where appropriate.
* Manages and troubleshoots system issues, and solves technical problems.

**Operations Coordinator**  **March 2021 - August 2021**

* Executing daily processes in a fast-paced environment; onboarding owners and tenants.
* Assisting the managers with ad-hoc reports as needed.
* The main point of contact for on average 40 daily inquiries from tenants, owners, and the general public via calls and emails.

DOUGLAS COLLEGE | New Westminster, BC

**Student Assistant**  **September 2019 - April 2020**

* Collaborated with the career centre team to create a content plan for Social Media platforms as a student advocate.
* Consulted Career Centre services to 50+ current and past students on a weekly basis.
* Assisted with Employer Events and additional activities related to the promotion of the Career Centre.

ROTARACT CLUB OF NEW WESTMINSTER | New Westminster, BC

**Vice-President of Communications February 2019 - January 2020**

* Reported the finished work from Social Media to co-directors on a bi-weekly basis.
* Managed social media presence on Instagram and Facebook by creating engaging content.
* Developed content plan for social media accounts to increase club recognition.

**EDUCATION**

DOUGLAS COLLEGE | New Westminster, BC

**Commerce and Business Administration Diploma**

* *Project completed:* In a group of three, developed marketing strategy in an online simulation; determined the appropriate target audience for the marketed object and assigned marketing channels for promotion. In a group of 2, created a Sales Manual and received 100% in the Personal Selling class.
* *Clubs and extracurricular activities:* Douglas Entrepreneurship Club, Student Ambassador at Health fair and Student Orientations.

SULEYMAN DEMIREL COLLEGE | Almaty, Kazakhstan

**Finance, Diploma**

* GPA: 3.80
* *Clubs and extracurricular activities:* Event organization club, Debate club, Charity club, Business start-ups club.