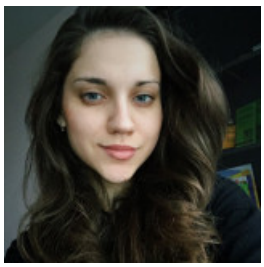
Kolomiets Valeriia



CUSTOMER SUPPORT / CRM MANAGER, 16 000 ГРН.

8 червня 2021 Місто: Київ

Вік: 29 років
Режим роботи: повний робочий день, віддалена робота, плаваючий графік роботи
Категорії: IT, WEB фахівці, Реклама, маркетинг, PR, Телекомунікація та зв'язок

Увійдіть або зареєструйтеся на сайті як роботодавець, щоб бачити контактну інформацію.

Досвід роботи

Sales Manager (English Desk)

MON-KES-TOV (IT Consulting Services), Київ
08.2019 – 11.2019 (3 місяці)

Обов'язки:

Professional experience:
- Managing organizational sales by developing a business plan that covers sales, revenue and expense controls
- Meeting planned sales goals
- Setting individual sales targets with the sales team
- Tracking sales goals and reporting results as necessary.
- Overseeing the activities and performance of the sales team
- Preparation reports on a regular basis;
- Work with the CRM system.

Support Manager (English Desk)

AffiliateUp (IT Consulting services), Київ
02.2019 – 09.2019 (7 місяців)

Обов'язки:

AffiliateUp is a highly efficient team of professionals that develop sophisticated projects in the affiliate marketing industry

Duties:

- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process
- Work with CRM system.

Project and Operation Manager/ Customer Engagement Specialist

JasonDixon Photography (Professional Photo Studio), Київ
09.2018 – 01.2019 (4 місяці)

Обов'язки:

Jason Dixson Photography specializes in capturing dynamic images for conferences, conventions, receptions, and annual meetings.
Professional experience:
- Responding promptly to customer inquiries.

- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints
- Creation schedule and project timeline;
- Supporting a remote team (photographers, assistants, and managers);
monitoring and reporting on project progress;
- Evaluation results of different projects.

IT Customer Engagement Specialist/ Project Management (Remote Help Desk Work)

Upwork, USA (Outsourcing), Київ

09.2016 – 09.2019 (3 роки)

Обов'язки:

For 3 years I have worked on Upwork. It is the world's largest freelancing website. I have gained invaluable experience working with numerous companies that specialize in innovative technologies, architectural and design.

I assisted CEOs with daily administrative duties and a variety of administrative tasks. Assisted with the creation and implementation of key company KPI and ensure they are continually being met by team members. Set policies and guidelines for how to complete tasks.

Actively participated in identifying right solutions to meet customers' needs, helped to implement sales and marketing strategies and adjusted sales techniques based on interactions and results in a particular field.

Освіта

Kiev National Polytechnic Institute. Igor Sikorsky (Київ)

Спеціальність: Philology (Romance Languages and Literatures (including translation), first language is English), Kiev

повна вища, 09.2015 – 09.2019 (4 роки)

Додаткова освіта

• IELTS Exam (General) - 7.5 overall band ((2019, October 5th))
• FCE Cambridge exam (the overall score - 192) (Grade education centre) (2019, July 5 - July 30)
• Entepreneurship course (The Cisco Networking Academy) ((2018, 3 months))
• Institut Français (Took a course at Institut Français) (2,5 months - Summer 2019)
• Udemy Academy (Management Skills - Team Leadership Skills Masterclass 2020) (September - December 2019)

Знання мов

Англійська - Високий рівень (вільно)
Додатково: IELTS Exam (General) - 7.5 overall band

Додаткова інформація

Знання комп'ютера, програм: Computer skills and competencies: MS Office, Adobe Photoshop, Adobe Illustrator, Google Drive, Google Excel, Google Calendar, Wunderlist, Trello, CRM Software.
Мета пошуку роботи, побажання до місця роботи: Experienced specialist with strong interpersonal and organizational skills with 5 years of experience. Patient listener and a quick learner. Detail-oriented and resourceful in completing tasks and writing projects, with strong skills in time management.