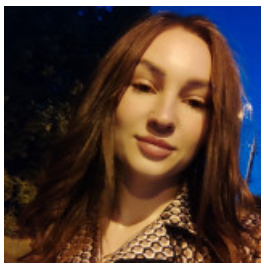
Нежура Даяна



ACCOUNT MANAGER, 55 000 ГРН.

24 березня 2023 Місто: Київ

Вік: 29 років
Режим роботи: повний робочий день, віддалена робота
Категорії: IT, WEB фахівці, Керівництво

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

Опис

In a short time prepared a team and a knowledge base on a crypto project.

Improved the quality of the support team's responses by individual analysis of the performance of duties, also using tête-à-tête conversations.

Conducted self-prepared trainings on the rules and recommendations for good support team work. I also oversaw the preparation and conduct of a training on soft skills, which are so necessary for support specialists.

Successfully completed a course on HTML CSS, project management.

May 2018 - August 2019

Zaporizhia Territorial Organization of Oleg Lyashko's Radical Party

- organization and control of party activities in regional and city cells of the party

- conducting campaign and day-to-day work of the party

- activity in the CRM system

- collection and analysis of the necessary data at the request of the governing apparatus and / or for the successful operation of party cells

- organization, control and conduct of electoral processes (local, parliamentary, presidential elections) in Zaporizhia and Zaporizhia region

Additionally:

- participation in the establishment of teamwork and spirit (congresses, joint training in the field of political lines, representation in the activities of NDI)

- reporting both on-line and at the request of the manager

apparatus

- work with Microsoft Office, Google Drive, Google spreadsheets, etc.

- receiving and sending party products, documents, other materials

August 2019 - December 2019

IT-company "Traffic Terminal"

- researches and attraction to cooperation of foreign clients

- communication in Spanish/English via e-mail, social networks, calls

- activity in CRM system

- analysis of web market niches before starting communication

Additionally:

- SMM

- conducting interviews

- training team members

from January 2020 - current time

IT-company "DevIT"

- communication with users of the apps on the Shopify platform in English through chats, tickets, calls

- communication with developers of apps for the platform and engaging their teams in the integration

- solving technical issues and customer problems regarding app work on your own or with the help of application developers

- learning and applying basic knowledge of HTML, CSS, JS

from May 2022 - team leader

- analysis of the quality of team work as a whole and individually

- collection of quantitative data for subsequent use in the metric

- holding a tête-à-tête conversation to resolve problematic points and discuss points that need to be improved

- collection and subsequent analysis of employee feedback to identify negative and positive aspects of the work of a specialist, control of the emotional state of employees.

Additionally:

- participation in the creation of application localization

- participating in the training of new team members

- maintaining knowledge base

- research and analysis of app bugs

October 2021 - current time

Out staff company"Art Shifts"

Support manager - team leader

- customer support 12 applications

I feel that working in a sales department or a call centre is not my specification where I can show my best professional skills. It would also be preferable not to formalize labour cooperation through sole proprietorship.