Паніна Анастасія



CUSTOMER SUPPORT MANAGER, 12 000 ГРН.

2 квітня 2021 Місто: Львів

Вік: 36 років
Режим роботи: повний робочий день, віддалена робота, часткова зайнятість
Категорії: HR, управління персоналом, Офісний персонал, Торгівля, продажі, закупівлі

✔ Перебуваю в шлюбі ✔ Є діти ✔ Готова до відряджень

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

Опис

Summary of Qualifications

I have 4+ years of working experience in customer relationship sphere and

2+ years of experience in English language teaching. At the moment I am looking for a possibility to use all my acquired skills and find a place to improve myself as a qualified specialist. I'm a quick learner, easy going and reasonable person and can show best of me in challenging situations. Feel free in the use of PC and such software as MS Office (Word, Access, Excel, Power Point), Outlook Express etc.

November 2017- January 2018

Risk analyst (Customer support) at "PayPro Global"

- check accounts and ongoing transactions to detect potential frauds
- analyze data and anticipate potentially fraudulent behavior
- Communicate with customers (via e-mail, live chat and phone) and provide efficient support.

June 2014 –November 2020

Customer Support Specialist and RBC (Rebooking Center) at "Austrian Airlines"

- re-booking of the passengers from the delayed or cancelled flights
- handling of service and baggage claims
- support for call center – USA and English speaking European markets
- clients support
- handling of customers and agencies' e-mails in e-mail system
- issue/reissue of electronic tickets
- handling issues and complaints with providing solutions to the customers or agents

July 2013-January 2014

Leasing manager at "Kinetoscope Media"

maintenance of the web site

apartament accommodation for the clients

negotiating with rent companies

making contracts

2011 - 2013

English teacher at "Respect school"+ (Tutor)

- managing and leading groups of students and individual students (Elementary, Pre-intermediate, Intermediate, Upper-

intermediate)
- planning and organizing teaching process
- instructing, grading
- dealing promptly with students' problems that arise in their learning process
- writing up, preparing course material and handouts

2013

Administrator Receptionist at the restaurant "In the Dark"

• communication with visitors regarding the conception of the restaurant

• assistance and support for restaurant clients

• providing the menu

• orders management

• calls assistance

2011- 2012

Support Agent of the USA Embassy at "Adelina Call Center "

• customer support via emails, chat and calls

• talking to applicants about the documents needed to the USA

• issues handling

Languages

English – Advanced

Ukrainian - native

Russian - native

Education

2011 –2014

Institute of Extended Training

Department of international law and business, Tourism Management

2007 – 2011

Ivan Franko National University of Lviv

Department of foreign languages and literature (English)

1996 – 2007

Andrey Sheptytskyi Stryi Gymnasium

Professional and other skills

Facebook mutual help group administrator (founder) from February 2019