Bogdanovych Iuliia



CUSTOMER SUPPORT MANAGER

7 жовтня 2021 Місто: Київ

Вік: 37 років
Режим роботи: повний робочий день, вільний графік роботи, віддалена робота
Категорії: IT, WEB фахівці, Торгівля, продажі, закупівлі, Інші пропозиції

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

Опис

IULIIA BOGDANOVYCH

City: Kiev, Ukraine

Work experience:

February 2020 – till now

Customer Support Manager

Kommunikatoria

• escalating complicated case and dealing with VIP customers• training future employees for the position of CS agent• driving team performance to consistently meet KPIs

• **collaborating with the marketing /shipping/billing/IT teams to help plan and develop site content, style, and layout;**

• **providing agents with on spot feedback on their performance;**

• **providing statistical reports and surveys to higher management**

November 2013 – till now

Customer-support Representative (German and English languages)

Kommunikatoria

• managing and tracking customers issues through incoming and outgoing correspondence, calls, Colibri ticketing system

• promoting sales and increasing the company's rating• troubleshooting an reposting bugs in the system to the Manager

2016 September- till now

Translator (medical and technical English)

Freelancer

• translating the texts from and into English• proofreading the texts in English

2017 September- till 2019 May

Corporate teacher (English for accountants / corporate project for RNBA)

Aksenova and partners

• making-up course programs, lesson plans, educational projects• conducting business English lessons for the company’s employees (accountants, auditors, managers)

Education:

2006-2010

Nizhyn State Gogol University, specialty, bachelor's degree with honors in English, German and foreign literature

2010-2011 Kiev Linguistic University, master degree in English and German Philology

Additional education:

October 2011 Munich High School of foreign languages, diploma C1 in German

April 2012

Professional skills: Highly proficient in speaking and Writing in English. Good knowledge of

German. Colibri ticketing system