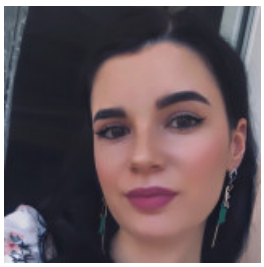
# Слива Соломія



## CUSTOMER SUPPORT MANAGER

10 листопада 2022

Місто: Львів

Вік: 30 років
Режим роботи: повний робочий день
Категорії: IT, WEB фахівці, Консалтинг, Офісний персонал

✔ Перебуваю в шлюбі

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

### Опис

**Personal information:**

- Date of birth: December 6,1995
- Address: 8 Roman Shuhevych street,Novoyavorivsk
- Phone number:

**Education:**

- Ivan Franko National University of Lviv

Years of study: 2013 – 2018

Specialty: “Philology”, “Teacher of English and Spanish Languages and Literature”

Degree: Master

- Special course certificate “English language” (“Scientific and Technical translation”)

September 2011-May 2013

**Work Experience:**

Customer Support Specialist in WOW 24/7 company

May 2019 - July 2019

Responsibilities:

-providing customer support via e-mails;

-following communication procedures and guidelines;

-learning the details of supported products;

-ability to work with Zendesk support (ticketing system)

English tutor

September 2016 till now

- Intent Solution Group

June 2020 – July 2022

Responsibilities:

-supporting online conferences using Zoom platform and others;

-filling client platform with branded content;

-helping clients create and finalize video presentations;

-livestream practice using OBS

-moderator’s skills (managing online group meetings);

-ability to work with Zoom,Webex,MS Teams,Google Sheets,Lasso,Slack,Click and Microsoft Office 365

-ability to conduct hybrid conferences;

-ability to conduct webinars;

-providing customers with high quality service

**Foreign languages:**

- Mother tongue:

Ukrainian

- English – upper intermediate ;
- Spanish – beginner;

**Personal skills:**

- Organizational skills, communication skills, flexibility
- Responsibility, quick learning

**Additional information:**

- Computer knowledge: MS Office 365
- Ability to works with CMS (Zoho People)