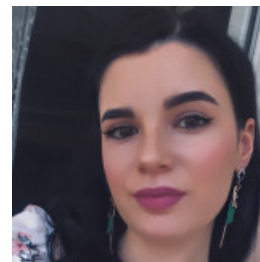


Слива Соломія

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)