Гончарова Іванна

CUSTOMER SUPPORT MANAGER, 40 000 ГРН.

11 січня 2023 Місто: Львів

Вік: 39 років
Режим роботи: повний робочий день, віддалена робота, плаваючий графік роботи
Категорії: IT, WEB фахівці, Керівництво, Туризм та спорт

✔ Перебуваю в шлюбі ✔ Є діти

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

Опис

CV

Date of birth – 06.07.1987

Place of birth – Ukraine, Lviv

Adress – Ukraine. Bandery 18/16 Str.

Education –

1994 – 2004 – Secondary school №5 with advanced learning of English

2004 – 2009 - Lviv National University named after Ivan Franko (Slavonic Philology facultee, translator of croatian language)

Work experience -

2006 – 2009 – cashier casino operator

02.2010 – up to present time - supervisor in Customer Service Center for Eastern Europe and Internet Helpdesk of Austrian Airlines, Agency support helpdesk for Lufthansa Group (Austrian Airlines, Lufthansa, Swiss and Brussels Airlines), Customer Service Center of Swiss Air lines.

main responsibilities:

- sale of tickets;

- reissue passenger tickets;

- internet helpdesk (worldwide)

- promotion support;

- issue invoices according to the set procedure;

- regular cpeck and work with queue;

- travel agency and tour operators support;

- work with corporate clients;

- ADM second level check

- waiver code issuance for travel agents

Main markets – Croatia, Ukraine, Russia, Baltics

countries, Slovenia, Belarus, Serbia, Bosnia and Hercegovina, Macedonia, all Balkan countries, Armenia, Georgia, Kazakhstan, Austria, Poland and so on.

Courses and trainings –

- certified tranilator of English and American technical and scientific literature; Security Awareness course, First ticket issue training abroad.

PC knowledge – word, excel, Oneres (based on Amadeus), AUA manager, B2B portal

Language knowledge – Ukrainian (native), Russian (fluently), Croatian (fluently), English

Personal characteristic – hardworking, optimistic, creative, innovative,

team player, active.