

Sisunenko Mariya

CUSTOMER SUPPORT REPRESENTATIVE

🔄 11 серпня 2023 📍 Місто: [Київ](#)



Вік: 33 роки

Режим роботи: повний робочий день, віддалена робота

Категорії: IT, WEB фахівці, Готельний бізнес, Логістика, доставка, склад

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Опис

Mariya Sisunenko

Fastiv, Kyiv's Region

Summary

Dependable and detail-oriented customer service representative. I do my best under pressure. I am organized, focused, and successful at meeting deadlines while working remotely. Excellent communication and interpersonal skills. Proven ability to increase customer satisfaction. Ability to multitask.

Education

GENERAL LEARNING SCHOOL (Fastov, Ukraine)

Ukrainian High School

Graduated June 2009

7 Years of American school (Spokane, WA USA)

Employment History

Vacation Rentals

Customer Support Manager

November 2017 – January 2019

- Handled reservations
- Worked through several OTA systems including Airbnb, HomeAway, and Booking.com to answer inquiries, create and update bookings
- Uploaded prices on the OTA's
- Calculated the room revenue from reservations
- Participated in several projects to collect and upload information for the software
- Added pin codes for door locks using VERA software

Vents

Manufacturer of ventilation systems

February 2017 – September 2017

- Assembly of recuperators
- Assembly of ventilation systems

Win Trade

Call center operator

August 2015 – January 2016

- Outsourcing Company
- Making outbound calls to potential clients
- Offering different rates for energy and gas companies
- Went through TPVs (verification) with the client
- Typed in all necessary client information in the database

Languages

English: Native

Russian: Native

Ukrainian: Fluent