Ralchenkova Iryna



HR-COACH IN CUSTOMER SERVICE

21 вересня 2023 Місто: Дніпро

Вік: 41 рік
Режим роботи: повний робочий день, вільний графік роботи, віддалена робота
Категорії: HR, управління персоналом, Наука, освіта, переклади

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

Опис

Sex Female | Nationality Ukrainian | Date of birth 12.08.1985

Objective: I am looking for a full time job in (managerial, recruitment sphere, office, communication sphere, coach services), also will be pleased to bring my knowledge, dedication and diligence to the company and become a professional worker and a useful member of the great team :)

WORK EXPERIENCE

- Communication manager (SV-Kapital group) (2008-2011)

Duties: communication for a company (external and internal)

- Sales Manager (ЮСА-Сервис) (2011-2013)

Duties: planning, setting and implementing sales goals

Human Resources Management, (ЮСА—Сервис) (2011-2012)

Duties: conducting and analysing exit interviews

- Personal tutor (British-American English) (2016-2021)
- Coach in American Logistic Company (2021-2023)

Duties:

- identify employee’s development needs
- group, and individual classes, personal tutorials, coachings sessions

-organizes classes, provides sessions, sets up schedules, and lesson plans

- supervises employees’ learning on the LMS platform
- fills out such forms as daily planner, daily reports, call evaluation spreadsheets, register, QA form for managers
- teach and show soft skills like negotiation, problem-solving, showing empathy, and other communication skills.
- create a positive environment
- maintains healthy, professional relationships with other coaches, the management, and the employees.
- helps employees see the potential for developing their skills, and assist them along the way. (for junior, middle and senior specialists)
- take specific steps to create and promote a diverse, inclusive, positive and encouraging environment (for all qualification degrees)

- conducting the interview in English

EDUCATION AND TRAINING

2016 - 2018

Collegium Civitas (Poland, Warsaw)

Master Degree

Departure: International Relations

Thesis “Communication challenges facing international project manager: international determinants and consequences with selected case studies

2013 - 2016

Vistula University (Poland, Warsaw)

Bachelor Degree

Departure: Management

Thesis: “Implementation project management methodologies in tourism agencies”

2008 - 2011

Alfred Nobel University (Ukraine, Dnipro)

Specialist Degree

Departure: Translation

Thesis “Loanwords in the Ukrainian language”

2003 - 2008

Alfred Nobel University (Ukraine, Dnepropetrovsk)

Specialist Degree

Departure: Psychology

Thesis “How the internet influences young people”

PERSONAL SKILLS: Perfect time management, creativity, communication, self-motivation,

flexibility and the ability to blend into the team easily, definitely a team player :) Loyal, trustworthy and circumspect person

Mother tongue(s)

Russian, Ukrainian

Other language(s)

UNDERSTANDING

SPEAKING

WRITING

Listening

Reading

Spoken interaction

Spoken production

English

2007 “Runov School” English language program

2018 “Espanoles Academia” Warsaw

2021 „Green Forest” Dnipro

2023 “ESL” Dnipro

Computer skills

Experienced user MS Office; computing**;** Microsoft Project, free internet user, a touch typist.

Interests

Sport (badminton, yoga, cycling, roller blades, chess); books, movies

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