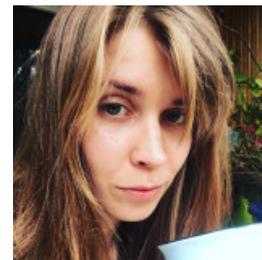


Дворник Ирина

★ BILLING SUPPORT MANAGER, 54 000 ГРН.

🔄 23 июля 2021 📍 Город: [Киев](#)



Возраст: 36 лет

Режим работы: полный рабочий день, свободный график работы, удаленная работа

Категории: IT, WEB специалисты, Бухгалтерия, финансы, учет/аудит, Офисный персонал

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Опыт работы

Billing Support Agent

Vi-Online Solutions (Financial Market), Киев

09.2017 – По настоящее время (8 лет 6 месяцев)

Обязанности:

- KYC, fraud prevention
- Payment processing
- PSPs (onboarding process, integration, cascading)
- Monthly/yearly reports
- Transaction results analysis
- Researching and reviewing billing issues, resolving concerns
- Creating new standard operating procedures improving billing accuracy and cash flow
- Manual refunds on a daily basis
- Collaboration with the Development Team and communication with external providers for troubleshooting
- Monitoring the process of payments, optimization

Customer Support Representative

Vi-Online Solutions (Financial Market), Киев

08.2015 – 08.2017 (2 года)

Обязанности:

- Identified and escalated issues
- Maintained customer satisfaction
- Provided excellent customer service by efficiently resolving issues and responding to inquiries
- Organized customer information and account data for business planning and customer service purposes
- Audited customer support procedures and collaborated regionally to promote standardization across all office

Customer Support Representative

Fosa International (Online Gambling), Киев

05.2013 – 06.2015 (2 года 1 месяц)

Обязанности:

- Provided exceptional and professional service to the existing and potential clients in order to maintain high customer satisfaction rates, increase customer loyalty and boost sales.
- Built strong relationships with the field operations team to support business development opportunities and improve service.
- Recommended potential products or services by collecting customer information and analyzing customer needs.

Образование

Kyiv National University of Culture and Art (Запорожье)

Специальность: Faculty of Management and Business, International travel agent

полное высшее, 09.2006 – 06.2011 (4 года 9 месяцев)

Знание языков

Английский - Выше среднего

Дополнительная информация

Знание компьютера, программ: DoughFlow, Praxis, CRM.

Личные качества, хобби, увлечения, навыки: Photography, handmade

Цель поиска работы, пожелания к месту работы: Remote access, flexibility, regular trainings or meetings