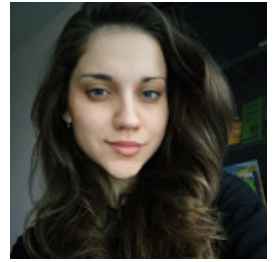


# Kolomiets Valeriia

## ★ CUSTOMER SUPPORT / CRM MANAGER, 16 000 ГРН.

8 июня  
2021

Город: [Киев](#)



Возраст: 28 лет

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

Категории: IT, WEB специалисты, Реклама, маркетинг, PR, Телекоммуникации и связь

[Войдите](#) или [зарегистрируйтесь](#) на сайте как работодатель, чтобы видеть контактную информацию.

### Опыт работы

#### Sales Manager (English Desk)

MON-KES-TOV (IT Consulting Services), Киев  
08.2019 – 11.2019 (3 месяца)

##### Обязанности:

Professional experience:

- Managing organizational sales by developing a business plan that covers sales, revenue and expense controls
- Meeting planned sales goals
- Setting individual sales targets with the sales team
- Tracking sales goals and reporting results as necessary.
- Overseeing the activities and performance of the sales team
- Preparation reports on a regular basis;
- Work with the CRM system.

#### Support Manager (English Desk)

AffiliateUp (IT Consulting services), Киев  
02.2019 – 09.2019 (7 месяцев)

##### Обязанности:

AffiliateUp is a highly efficient team of professionals that develop sophisticated projects in the affiliate marketing industry

##### Duties:

- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process
- Work with CRM system.

#### Project and Operation Manager/ Customer Engagement Specialist

JasonDixon Photography (Professional Photo Studio), Киев  
09.2018 – 01.2019 (4 месяца)

##### Обязанности:

Jason Dixon Photography specializes in capturing dynamic images for conferences, conventions, receptions, and annual meetings.

Professional experience:

- Responding promptly to customer inquiries.

- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints
- Creation schedule and project timeline;
- Supporting a remote team (photographers, assistants, and managers);
- monitoring and reporting on project progress;
- Evaluation results of different projects.

## IT Customer Engagement Specialist/ Project Management (Remote Help Desk Work)

Upwork, USA (Outsourcing), Киев  
09.2016 – 09.2019 (3 года )

### Обязанности:

For 3 years I have worked on Upwork. It is the world's largest freelancing website. I have gained invaluable experience working with numerous companies that specialize in innovative technologies, architectural and design.

I assisted CEOs with daily administrative duties and a variety of administrative tasks. Assisted with the creation and implementation of key company KPI and ensure they are continually being met by team members. Set policies and guidelines for how to complete tasks.

Actively participated in identifying right solutions to meet customers' needs, helped to implement sales and marketing strategies and adjusted sales techniques based on interactions and results in a particular field.

## Образование

### Kiev National Polytechnic Institute. Igor Sikorsky (Киев)

Специальность: Philology (Romance Languages and Literatures (including translation), first language is English), Kiev

полное высшее, 09.2015 – 09.2019 (4 года )

### Дополнительное образование

- IELTS Exam (General) - 7.5 overall band ((2019, October 5th))
- FCE Cambridge exam (the overall score - 192) (Grade education centre) (2019, July 5 - July 30)
- Entrepreneurship course (The Cisco Networking Academy) ((2018, 3 months))
- Institut Français (Took a course at Institut Français) (2,5 months - Summer 2019)
- Udemy Academy (Management Skills - Team Leadership Skills Masterclass 2020) (September - December 2019)

## Знание языков

Английский - Продвинутый (свободно)  
Дополнительно: IELTS Exam (General) - 7.5 overall band

## Дополнительная информация

Знание компьютера, программ: Computer skills and competencies: MS Office, Adobe Photoshop, Adobe Illustrator, Google Drive, Google Excel, Google Calendar, Wunderlist, Trello, CRM Software.

Цель поиска работы, пожелания к месту работы: Experienced specialist with strong interpersonal and organizational skills with 5 years of experience. Patient listener and a quick learner. Detail-oriented and resourceful in completing tasks and writing projects, with strong skills in time management.