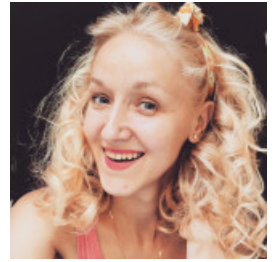


# Паніна Анастасія

## CUSTOMER SUPPORT MANAGER, 12 000 ГРН.

↻ 2 апреля  
2021

📍 Город: [Львов](#)



Возраст: 36 лет

Режим работы: полный рабочий день, удаленная работа, частичная занятость

Категории: HR, управление персоналом, Офисный персонал, Торговля, продажи, закупки

✓ Состою в браке    ✓ Есть дети    ✓ Готова к командировкам

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

### Описание

#### Summary of Qualifications

I have 4+ years of working experience in customer relationship sphere and

2+ years of experience in English language teaching. At the moment I am looking for a possibility to use all my acquired skills and find a place to improve myself as a qualified specialist. I'm a quick learner, easy going and reasonable person and can show best of me in challenging situations. Feel free in the use of PC and such software as MS Office (Word, Access, Excel, Power Point), Outlook Express etc.

November 2017- January 2018

#### Risk analyst (Customer support) at "PayPro Global"

- check accounts and ongoing transactions to detect potential frauds
- analyze data and anticipate potentially fraudulent behavior
- Communicate with customers (via e-mail, live chat and phone) and provide efficient support.

June 2014 –November 2020

#### Customer Support Specialist and RBC (Rebooking Center) at "Austrian Airlines"

- re-booking of the passengers from the delayed or cancelled flights
- handling of service and baggage claims
- support for call center – USA and English speaking European markets
- clients support
- handling of customers and agencies' e-mails in e-mail system
- issue/reissue of electronic tickets
- handling issues and complaints with providing solutions to the customers or agents

July 2013-January 2014

#### Leasing manager at "Kinetoscope Media"

maintenance of the web site

apartment accommodation for the clients

negotiating with rent companies

making contracts

2011 - 2013

#### English teacher at "Respect school"+ (Tutor)

- managing and leading groups of students and individual students (Elementary, Pre-intermediate, Intermediate, Upper-intermediate)
- planning and organizing teaching process
- instructing, grading
- dealing promptly with students' problems that arise in their learning process
- writing up, preparing course material and handouts

2013

#### **Administrator Receptionist at the restaurant “In the Dark”**

- communication with visitors regarding the conception of the restaurant
- assistance and support for restaurant clients
- providing the menu
- orders management
- calls assistance

2011- 2012

#### **Support Agent of the USA Embassy at “Adelina Call Center “**

- customer support via emails, chat and calls
- talking to applicants about the documents needed to the USA
- issues handling

#### **Languages**

English – Advanced

Ukrainian - native

Russian - native

#### **Education**

2011 –2014

#### **Institute of Extended Training**

Department of international law and business, Tourism Management

2007 – 2011

#### **Ivan Franko National University of Lviv**

Department of foreign languages and literature (English)

1996 – 2007

#### **Andrey Sheptytskyi Stryi Gymnasium**

#### **Professional and other skills**

Facebook mutual help group administrator (founder) from February 2019