

# Bogdanovych Iuliia

## CUSTOMER SUPPORT MANAGER

🔄 7 октября 2021 📍 Город: [Киев](#)



Возраст: 37 лет

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

Категории: IT, WEB специалисты, Торговля, продажи, закупки, Другие предложения

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### Описание

#### IULIA BOGDANOVYCH

**City:** Kiev, Ukraine

#### Work experience:

February 2020 – till now

#### Customer Support Manager

##### Kommunikatoria

- escalating complicated case and dealing with VIP customers• training future employees for the position of CS agent• driving team performance to consistently meet KPIs
- collaborating with the marketing /shipping/billing/IT teams to help plan and develop site content, style, and layout;
- providing agents with on spot feedback on their performance;
- providing statistical reports and surveys to higher management

November 2013 – till now

#### Customer-support Representative (German and English languages)

##### Kommunikatoria

- managing and tracking customers issues through incoming and outgoing correspondence, calls, Colibri ticketing system
- promoting sales and increasing the company's rating• troubleshooting an reposting bugs in the system to the Manager

2016 September- till now

#### Translator (medical and technical English)

##### Freelancer

- translating the texts from and into English• proofreading the texts in English

2017 September- till 2019 May

## **Corporate teacher (English for accountants / corporate project for RNBA)**

Aksenova and partners

- making-up course programs, lesson plans, educational projects
- conducting business English lessons for the company's employees (accountants, auditors, managers)

### **Education:**

2006-2010

Nizhyn State Gogol University, specialty, bachelor's degree with honors in English, German and foreign literature

2010-2011 Kiev Linguistic University, master degree in English and German Philology

### **Additional education:**

October 2011 Munich High School of foreign languages, diploma C1 in German

April 2012

**Professional skills:** Highly proficient in speaking and Writing in English. Good knowledge of German. Colibri ticketing system