

Experienced in international information technology and data management. I am a responsible person, self-motivated, able to meet deadlines. I am proactive in learning new things as it always leads to new possibilities and perspectives.

Experience:

- **WilRich Energy, Inc., 01/2015 - present**
Technical Analyst and IT Manager
Houston, USA
 - Web development and website administration
 - Web optimization (SEO, Google Adwords)
 - Data entry
 - Technical analyst tasks
- **Web Developer, 10/2012 – present**
<http://web.bereshka.net>
Freelancer, skills:
 - Website development (primary on Wordpress & Joomla)
 - SEO-optimization & Google Adwords
 - Web analytics
 - Data-management
 - Experience in programming languages such as html, css, php, js
 - Experienced in Photoshop, Lightroom, Illustrator, Premiere Pro
 - Familiar with Bootstrap, Cherry and other Frameworks

Official Japanese Dealer of Toyota & Lexus,
Sumitomo Corporation 02/2010 – 05/2012
Senior Customer Relation Specialist
Ukraine, Kiev

- Dealt with complaints (met with problematic customers, conducted case investigations, found efficient solutions)
 - Researched customer satisfaction through special portals, including Mystery Shopper portal
 - Database management and handling (Toyota & Lexus, Aftersales & Sales and other)
 - Formation of cooperation with Toyota fun-clubs, signed memorandums and joint events organization documents
 - Foundation and management of online technical consultations
 - Analyzed key level customer satisfaction indicators and reports based on the IT
 - Developed customers loyalty program
 - Managed follow-up calls and call-center
 - Monitored Toyota & Lexus Assistance service level and online registrations for test-drives
 - Provided assistance to Toyota Assistance Plus sales for non-official cars and afterwarranty
 - Presented new customer satisfaction research results to team
 - Made Special Service Campaign calls
 - Assisted with teambuilding events
 - Communicated with all Ukraine dealers in accordance to an improved overall level of service
 - Member of Kaizen group
- **Auto International – 01.2010**
Administrator of Service department
Ukraine, Kiev
 - Car registration visits
 - Documents handling, reports
 - Chief assistant

- **Auto International, 10.2008 – Administrator of a Suzuki salon Ukraine, Kiev**
 - Dealer office supervision
 - Car sales
 - Phone call responsibility
 - Reports and schedules
- **Investment company Art-Capital, Kiev 07/2008 – 09/2008 Document Control Coordinator:**
 - Internal document circulation
 - Business correspondence control
 - Database management
- **Winner Automotive, Kiev 04/2008 – 06/2008**
Jaguar's and Land Rover's salon,
Administrator, key responsibilities:
 - Salon supervision
 - Phone calls handling, customer service
- **Mercedes-benz company, Department of service, Kiev 01.2007 – 01.2008**
Administrator, key responsibilities:
 - Chief assistant
 - Customer service
 - Responsible for mini call-center
 - Signing new guarantee contracts
 - Dealing with complaints

Professional Skills: Microsoft-Office, 1C, Axapta, Logica, PT-Auto (last 3 are specific automotive programs)
Data handling, Web-administration (wordpress, joomla), SEO-optimization (google native page rank, google adwords), Web-analytics, Web-programming (html, css, php, js), Adobe products

Languages: Russian, Ukrainian, English

Education:

- **09/2009 –06/2011** Kyiv National University of Trade and Economics, Ukraine
Bachelor of Commodity Science and Customs Affairs
- **09/2004 –06/2006** College of economic and trade. Lugansk
Department of Merchandizing and business activities, Specialization: commodity expert.
Honors Associate degree
- **09/2005 –06/2006** College of economic and trade. Lugansk
Department of Accounting, Specialization: Accountant.
Honors Associate degree

I took part in the National Toyota Contest in Ukraine, Kiev as a Customer Relation specialist. The Competition centered around how to solve a problem with a client via phone and face to face. I was awarded 5th place out of 30 participants.

I also passed training over effective communication with difficult customers. I then received more knowledge about customer types and methods of solving conflicts.

Hobby: photography