**Natalia**

**Natalia.322199@2freemail.com**

**OBJECTIVE:***Department assistant, office-manager, customer service manager, account manager*

EMPLOYMENT EXPERIENCE

**Alta Genetics Russia, Moscow** July 2015 - December 2015

*Office-Manager*

* Organization of office work, arrangement and procurement of office requirements
* Business correspondence, reception and distribution of calls
* Documentation control, organization of folders, following documents in order by creating document register logs
* Organization of external meetings (Travel support, coordination of all arrangements for foreigner visitors and clients, spontaneous translation service during travel and meeting)
* Supporting the web site of company (Updating information regularly, arrangement of audial / visual information)
* Accounting assistance (Preparing of bills, invoices in order)

**Evraz, Moscow**(Trade Company) November 2013- September 2014

*Customer ServiceManager (Call Center)*

* Reception, distribution of callsand concurrent performance of secretary duties
* Communication with clients, advising and directing according to the practice on Customer Relationship Management (CRM) methodology
* Documentation control, organization of folders, following documents in order by creating document register logs forcontracts and additional agreements
* Performance of customer survey search via internal calls and reporting in Excel tables
* Preparationof analytical and information materials for sales managers

EDUCATION

**Irkutsk State Educational University, Irkutsk, Russia** July 2008

Teacher of Russian Language and Literature

**The Moscow Sociological University, Moscow, Russia** May 2007

Psychologist

ADDITIONAL INFORMATION

Language

* Native language: Russian
* English:Fluent
* Italian: Elementary
* Turkish: Elementary

**Computer Skills**

* MSOffice (Word, Excel, Outlook, Power Point)
* CRM
* 1C:8
* Oracle
* Company Media.

**Social Activities**

* Active member of İnternations – Moscow Community since July 2016.

**Personnel Quality and Interests**

* Strong interpersonal and communication skills,organizational and administrative ability
* Sociable, optimistic, hard-working, compatible for team-works, responsible, open minded
* Stress resistance. Result oriented and taking risk with logical analysis of cases
* Non-smoker
* Interested in travelling (lived in South East Asia and Italy between November 2014 – March 2016), taking photos, participating in social activities and events, yoga.