###  Curriculum vitae

### Olena

### Olena.338776@2freemail.com

## Objective

### As a team player and independent thinker, I am seeking a challenging position in Administration Field within a progressive organization that has the need for a professional caliber with a strong desire to make a substantial & positive impact towards the success of the organization and own career growth.

## Profile Summary

### Over 5 years of experience with emphasis in administration and Customer Service functions.

### Strong Understanding of communication protocol.

### Ability to comfortably interact with individuals at all professional levels.

### Skill in dealing diplomatically with the public under stressful conditions.

### Well experienced in handling complaints/ issues of all levels for various disciplines/ sections.

### Confident in working as a team player in a multicultural environment.

### Able to meet deadlines and work within a fast paced environment.

### Strong administrative skills.

### Good computer skills

## Experiences

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| **I** | **From April, 2016 to – October 2016** |
|  | **Organization** | **:** |  |
|  | **Position Held** | **:** | **Executive Assistant** |
|  | **Nature of work** | **:** | Perform administrative duties for executive management, responsible of screening calls, managing calendars, making travel, meeting and event arrangements and preparing reports. Supervising other support staff and customer relations. Project coordination experience and ability to work well with all levels of internal management, staff, outside clients and vendors with a high understanding of sensitivity and confidential matters.* Maintain Executive’s busy calendar and daily schedules.
* Coordinate and execute domestic and international travel arrangements, including air, hotel and ground transportation.
* Schedule meetings, conferences and special events while networking with international and internal executive staff in coordinating multiple schedules.
* Work independently and teaming with other Executive Assistants, Secretaries, employees or departments when necessary in planning meetings and other events.
* Answer and screen phone calls and provide assistance to callers whenever possible, including gathering information, and taking detailed messages and follow-up.
* Sort and distribute incoming mail in terms of importance and content, including tracking incoming emails and incoming and outgoing faxes.
* Produce accurate, properly formatted documents, PowerPoint presentations and Excel reports.
* Providing general administrative support such as ordering of office supplies.
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| **II** | **From March, 2015 to – March 2016** |
|  | **Organization** | **:** | **Hony Capital Group (Jordana LLC, Abu Dhabi-UAE)** |
|  | **Position held** | **:** | **Receptionist** |
|  | **Nature of work** | **:** | Effectively handle guests’ interaction and incoming calls in parallel as well as carry out administrative tasks on a day-day basis. In the context of a busy work environment and posed with challenges such as managing an influx of callers with minimal response time and positive results, understand the communication protocol at all professional levels.* Maintain the high presentation standard of the Reception Area.
* Greet guests, answer their questions and provide them with the required information to extend a warm welcome and display a customer service outlook.
* Handle/ solve guests' complaints and display patience, manner, professionalism and coordinate/ escalate to the concerned Manager when necessary.
* Answer phone calls in a professional and courteous manner.
* Maintain reports and related database.
* Handle necessary correspondences and reply to E-mails.
* Filing necessary documents properly.
* Receive payments (credit card and cash operations).
* Take/confirm bookings and maintain the reservations Calendar.
* Confirm reservations in the System and review information.
* Manage operations on daily basis (opening and closing).
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| **III** | **From November, 2013 to February 2015** |
|  | **Organization** | **:** |  **“Premier Palace” 5\*hotel (Kiev, Ukraine)** |
|  | **Position held** | **:** | **Press Officer** |
|  | **Nature of work** | **:** | **Department of Public Relations*** Speak publicly at interviews, press conferences and presentations.
* Respond to emergency issues that require an immediate media response.
* Plan activities/ events with PR Manager such as promotional videos, press conference, sponsorships, and tournaments and provide information for websites, newspapers and media.
* Liaise with Editors and journalists.
* Monitor, follow up and analyse media coverage, and submit summaries/ reports to the Management.
* Deal with enquiries from the public, the press, and related organizations.
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| **IV** | **From Dec 2010 to Oct 2013** |
|  | **Organization** | **:** | **CJSC “Solid gold”**  |
|  | **Position held** | **:** | **Legal Assistant** |
|  | **Nature of work** | **:** | * Organize and archives files and supporting documents.
* Organize meetings and ensure the Advisor is well prepared.
* Type, format, and amend contracts, letters and other legal documents.
* Update and maintain company’s Licenses and records
* Liaise with external Regulators, Legal Advisors and Auditors.
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| Education | **:** | Kiev College of Vehicle Building Management – May 2009(Construction faculty) |
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| Computer Knowledge | **:** | Microsoft Office package |
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| Languages | **:** |  English, Russian & Ukrainian |
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| Personal Details |  |  |
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| **Place / Date of Birth** | **:** | 30th November, 1989 |
| **Nationality** | **:** | Ukrainian |
| **Marital status** | **:** | Married |
| **Visa status** | **:** | Husband visa |
| **Address & Contact Details** |  | Dubai |
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