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| **Yuliya****Yuliya.362290@2freemail.com** **Administrative Management**Personal Details: 11 July 1986 • Lviv, Ukraine • Ukrainian • Female • Single | *C:\Users\User 34 F1\Desktop\v8pyUBDxSquLc1vRjy5EqA_thumb_940.jpg* |

An energetic, proactive and consummate professional expertise in administrative services; dedicated to making the lives of busy executives easier. Adept at managing and streamlining administrative processes to reduce errors, improve accuracy and efficiency, and achieve desired objectives. Demonstrate exceptional skills to compose, edit, and proofread reports, as well as prepare a wide range of administrative documents. Proficient at handling shifting priorities in a fast paced environment while maintaining a high level of integrity. ***Areas of Expertise include:***

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| * Problem Solving Skills
 | * Office Administration
 | * Operating Systems
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| * Performance Management
 | * Schedule Organisation
 | * Database Maintenance
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| * Organisational Management
 | * Administrative Support
 | * Advanced Excel Analytics
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**Professional Experience**

**PACKERS PLUS ENERGY SERVICES** • Dubai, UAE • September 2014 - December 2016

**Operation Support Analyst**

Reorganised the current operational reporting system forMiddle East and North Africa Division to meet market criteria. Delivered support to processes through problem solving, change control, and monitoring of systems to maintain efficient operations in large and complex organisations.

**Key Accomplishments:**

* Periodically reported operational KPIs for region, consolidated data and conducted travel arrangements for staff.
* Lent expertise for bonus and salary reports process optimisation, creating client quotes, payment tracking and following up pending payments whilst administering CRM.

**Marketing Support**

Positively contributed in preparation of various marketing processes like largest exhibitions such asATSE and ADIPEC and event organisation for oil and gas industries in the region.

**Key Accomplishments:**

* Employed marketing analytics techniques to execute market research and gather important data regarding marketing suppliers & partners, promo items, printing materials and vendors.
* Maximised PR opportunities by leveraging social media support and promptly resolved marketing related issues.

**ALSATRONIX SOLUTIONS** • Dubai, UAE • June 2013 – March 2014

**Sales Manager, Team Leader**

Meticulously monitored sales team during new customer generation process and followed up with the existing clients. Collaborated with customers during IT consultation sessions and trained sales staff to improve customer approach. Consume exemplary deal closing experience to complete 3 major sales within a short time of 6 month.

**Key Accomplishments:**

* Enlightened customers about IT Solutions with demonstration seminars and increased client handling efficiency with digital communication process requiring a combination of CRM-based software with Google Drive-based performance sheets for process improvements.
* Achieved successful sale of the business by rearranging efforts, business positioning and developing sales strategies for a multinational sales staff to promote high-end, custom IT Solutions. Boosted productivity through the implementation of incentive-based strategies and effective team management.

**FOXTROT HOME APPLIANCES LTD** • Kyiv, Ukraine • July 2011 – June 2013

**Executive Assistant to COO, CCO**

Oversaw COO and CCO daily schedules and facilitated communication within organisation by skilfully managing meetings and business trips across various time zones. Booked tickets and hotels for foreign and domestic business trips whilst managing communication and travel coordination.

**Key Accomplishments:**

* Provided general administrative support for all office issues in COO and CCO departments, as well as translated business documentation and company presentations.
* Collated information from subordinate units for administrative reports and planned business conferences.

**PROSTEER GROUP LTD** • Lviv, Ukraine • 2010 - 2011

**Head of Client Support Department**

Strategically facilitated seamless department coordination for operational efficiency and introduced work optimisation techniques to create standards for operational excellence.

**Key Accomplishments:**

* Upheld the integrity of quality control through agent monitoring system in line with company client support strategies to ensure optimal client satisfaction with an organisation's service.
* Led client services and strategy teams by devising strategies to develop client relationships and deliver objectives.

**Additional Experience**

**Sales Manager, Deal Closer, ALSATRONIX SOLUTIONS**

**Sales Project Manager,** **OWN FREQUENCY FOUNDATION LTD**

**Project Manager | Quality Manager, Trainer, Recruiter | Office Manager, Executive Assistant, Recruiter, TELEPERFORMANCE UKRAINE**

**Translator,** **MTA**

**Contract Translation, STUDENT RIGHT PROTECTING ORGANISATIONS ASSOCIATION**

**Promoter, advertising representative,** **AGENCIES**

**Education & Training**

**Master Degree, Translation and Interpretation Faculty**

Kiev Institute for Interpreters and Translators | National Science Academy of Ukraine

Bachelor Degree, Translation and Interpretation Faculty, Institute for Interpreters and Translators, NSAU

Basic CPR and First Aid Training, Safe Hands Company, Dubai, UAE

Fire Marshal Training, International HSE Council, Dubai, UAE

Microsoft Excel 2010 Advanced Level, Spearhead Public Programme Training Company, Dubai, UAE

Tourism Manager, Tourism Institute, Kiev, Ukraine

**License**

**UAE driving license**