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 **Tatiana**

 **Mail :** **Tatiana.367861@2freemail.com**

**Personal details**

**D.O.B:**  01.03.1982

**Marital status:** Single

**Nationality:** Belarus

**Languages:** English, Russian, French(basic)

**Visa status: Tourist till 30.05.2017**

I am a person with employment and voluntary experience, holding skills to offer the business such as team working, communication, self-management, multitask-thinking and problem solving, what makes me useful to contribute to a company. I have experience of work in **Russian** and **English** languages.

**Education**

**Notre-Dame University-Louaize, Continuing Education dep., Beirut, Lebanon (Sessions 2013-2014)**

- Principles of Marketing & Mrk Communications - Consumer Behavior - Import / Export - E-Business

**European Humanities University, Vilnius, EU (2004-2009)** Bachelor of Arts, Social Science

**Brest State College-152, Belarus (1999-2000)** Insurance Agent

**Employment**

* **Customer Service specialist in English, Berchan Courier, Beirut, Lebanon (2012-2016) -** Managing information in office between couriers and managers - Sending and receiving correspondence and phone calls related to relations with customers, problems solving between customers and couriers - Maintaining files

**Skills : very good verbal and written English, activities regulation in office, effective communication with colleagues and clients, multitask thinking and ability to work with many duties at the same time, managing information and distribution it between office staff by planning and giving tasks, maintaining files in Word, Excel, Power Point.**

* **Sales specialist, IT- company Searchinform, Minsk, Belarus(2009-2012) -** Phone calls- searching customers, sending commercial offers - Consultancy for potential customers about products - Informing our engineers about customers’ needs in our products - Arrangement of projects with engineers, managers and specialists related to offline seminars for clients in Russia, Belarus, Ukraine - Record keeping in CRM (customer relationship management)

 **Skills : effective communication with colleagues, potential and real customers (seeking and following clients, planning actions, goals achieving in the team-planned projects), customer’s relationship management as communications with customers: consultations, preparing contracts and supplements, following debtors.**

* **Shop assistant / Administrator, Accessories retail shop, Moscow , Russia (2000-2004)** - Working as a member of a team to provide great customer service in a shop - Maintaining results in records (accept, outlay, order of goods, stocktaking) - Seeking out information about trends in fashion, marketing &sales, points of sales to develop and increase sales - **Team project** - **new shops opened** during some years, to achieve common goals was contributing experience from the previous shop, training shop assistants.

 **Skills: management in the shop of accessories, developed interpersonal skills in a team and in communications with customers, relevant information research, understanding and practice of the Sales Techniques.**

* **Team assistant ,volunteer in ALEF-Human rights organization, Beirut, Lebanon(2016)** -Preparing material for web content in English -Updating contact list

 **IT-skills : Internet, MS Office Word ,Excel, Power Point (middle level)**

 **Languages: English(fluent),Russian(fluent),French(basic)**

 **Driver’s license international: Cat. B**