

*Personal information:*

Date of birth: 30.11.1986

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**Vitalii**

**Key information**

*Customer Service Representative with over 8 years of experience of face-to-face sales manager and administrator. Aiming to use my proven customer service, sales and communication skills to effectively fill the role in your company.*

**Professional experience**

Alfa-Group Service LLC

*(Repair and service center steel industry)*

**Sr. Customer Service Representative**

*aug 2009 - present*

***Main responsibilities:***

* Provision of services for maintenance and repair of metallurgical equipment my team.
* Establishing contacts and agreements with partners for further joint activities.
* Provision detailed information on services to customers.
* Signing of contracts agreements.
* Meeting with other team managers to discuss possible improvements in level of provided customer service.
* Constant customer support.

**DIISW** (PJSC Dneprovsky Integrated Iron&Steel Works named after Dzershinsky)

*Industrial and Manufacturing (Production and sales of steel products)*

**Sales Assistant, Sales Manager**

*oct 2005 – sept 2006*  *sept 2006 – aug 2009*

***Main responsibilities:***

* Sales of steel products.
* Search for new clients and serving existing.
* Provision of information about the products.
* Prepare and maintain electronic and paper catalogs for information and product availability.
* Inspection of production in a warehouse, receiving and shipment
* Telephone and e-discussions to serve client requirements and other service issues.
* Meetings with potential customers and negotiating face-to-face.
* Work at exhibitions, product presentation.
* Response to all customers inquiries and complaints.
* Conduct client or market surveys in order to obtain information about potential customers.

**Professional skills**

* Great communication skills • Ability to analyze
* Use of positive language • Have tenacity
* Be a great listener • Ability to negotiate and persuade
* Be honest • Ability to work in a team
* Ability to work under pressure • Leadership experience
* Ability to learn from mistakes • Ability to close the deal

**Education**

**National Metallurgical Academy of Ukraine (Dnipropetrovsk, Ukraine)**

*2008 - 2009*

"Metallurgical Equipment" Specialist

**National Metallurgical Academy of Ukraine (Dnipropetrovsk, Ukraine)**

*2005 - 2008*

"Mechanical Engineering" Bachelor

**Dniprodzerzhyns'ky Metallurgical College (Dniprodzerzhyns'k, Ukraine)**

*Graduation Year 2005*

"Maintenance and repair of metallurgical enterprises" Junior specialist

**Language Skills**

**English** - intermediate

**Russian -** native

**Ukrainian -** native

**Training courses**

**Customer service courses** (Dnipropetrovsk, Ukraine)

*sept 2009 - feb 2010*

Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

**General Information**

**Computer skills**

* Knowledge of PC (advanced user) Windows XP, 7, 8; MS Office: Word, Excel, Outlook, PowerPoint, Internet, experience in using graphical editors: Paint.NET, Adobe Photoshop.

**Driving license**

* Category: *B, C.* Driving experience: *from 2009.*

**Hobbies and interests**

* Outdoor activities (running, swimming, soccer, tennis), photographing, visiting interesting places.

**Personal qualities**

Focus on results, the ability to obtain and analyze the necessary information, communication, organization, responsibility, fast learning and adaptation, the ability to further development, constant self-education process.