

# A WORLD OF JOB OPPORTUNITIES.



**Introduction for position  
ID**

Customer Service – German/Russian  
12153

# CURRICULUM VITAE

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**Place of Residence** Czech Republic

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**Profile** 3 years experienced Customer Service professional in the field with German language ability.

**Skills & Competences**

- Leadership skills;
- Reliability;
- Empathy;
- Structured way of working;
- Open minded.

**Application Software**

- Word;
- Excel;
- PowerPoint;
- Outlook;
- Java beginner.

**Education**

**2011 - 2012**  
Visitor of Technical College for Economics

**2005 - 2011**  
Middle School Dresden

**2000 - 2005**  
Primary School, Russia

**Work experience**

**Jan 2020 – Dec 2020**  
**Czech Republic**

**Your tasks/responsibilities**

- Incoming call screening and routing;
- Receive and sort daily mail;
- Caring for the guests.

**Jan 2018 – Dec 2019**  
**Germany**

**Your tasks/responsibilities**

- Take responsibility for the staff;
- Determination of personnel requirements;
- Creation of duty rosters;
- Monthly billing;
- Hiring of new employees.

**Jun 2017 – Jul 2018**  
**Leizen, Germany**

**Your tasks/responsibilities**

- Care and reception of guests;
- Advising guests on food and drinks;
- Management of the service team;
- Control of the guest room in terms of cleanliness and order;
- Determination of personnel requirements;
- Budget management.

**Dec 2016 – Aug 2016**  
**Netherlands**

**Your tasks/responsibilities**

- Ordering new items for the customer;
- Take calls;
- Sales of products by phone and email;
- Reply to e-mails.

**Jan 2016 – Jul 2016**  
**Spain**

**Your tasks/responsibilities**

- Advising guests on food and drinks;
- Management of the service team;
- Control of the guest room in terms of cleanliness and order;
- Determination of personnel requirements;
- Budget management;
- Team meetings;
- Application interviews.

**2007 - 2015**  
**Germany**

**Your tasks/responsibilities**

- Controlling the inventory;
- End of the day;
- Personnel planning;
- Control of the goods.

**Languages**

- Russian – Native
- German – Native
- English – Fluent
- Spanish – Fluent
- Czech – Beginner