



KATERYNA IUSHCHENKO

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RESUME

Young professional with great interpersonal skills, on-the-ground experience in service jobs and basic customer-business interactions. Bilingual, hardworking, and ready to join my next team.

EDUCATION

- **Bachelor Degree** in Linguistics at Chernihiv National Pedagogical University/Ukraine
- **Diploma in ESL** at Focus College of Professionals /Canada
- **Certificate** of completion "**Lead generation**" course by TechMagic
- **Certificate «The Fundamentals of Software Testing»** by QA Testlab

SKILLS AND ABILITIES

Technical Skills

- MS Office , Google Sheets, Excel.
- Order Processing Software.
- Opera , Amadeus.
- Jira, TestRail, Mantis

Core Competencies

- Interpersonal communication skills.
- Google Analytics.
- Lead generation.
- Attentive to details, meticulous, and ready to learn.
- Customer Service Orientation.

LANGUAGES

- English-Fluent
- Ukrainian-Native

Hobbies

Cryptocurrency , travelling

EXPERIENCE

Refund Officer

Planet Tax Free LLC- | UAE | June 2021-March 2022

- Welcoming and greeting international shoppers at the refund/validation point.
- Processing the validation of the customer tax refunds via onsite solutions.
- Resolving any issues that may be present with the tax free purchases in a courteous and helpful manner.
- Reporting and escalating system or validation issues to the Refund/Operations Manager and appropriate team.
- Assisting customers with any questions they have in relation to their tax refund.

Airport Customer Service Agent

National Aviation Services –VIP Terminal | UAE, Abu Dhabi |January 2016 – March 2020

- Providing a welcome service to our business passengers at Check in and at other customer service touch points and to assist in smoothing the customer journey through the airport.
- Handling check-in ,ensuring travel documents are complying with the airline and immigration regulations.
- Escorting the guests through all the airport formalities.
- Answering customer inquiries concerning services, products, billing, etc.
- Providing a flight editing function to ensure that any required service requests are applied to individual customers .
- Providing customer recognition to our frequent fliers through individual contact on each journey through the airport.
- Providing professional and courteous customer service to improve business performance.

Admin assistant/receptionist

Wasita Group| UAE, Abu Dhabi | January 2015-December 2015

- Greeting clients and visitors with a positive, helpful attitude.
- Carrying administrative duties such as filing, typing, copying, scanning etc.
- Booking conference calls, rooms, taxis, couriers, etc.
- Processing expenses sheet and invoices.
- Monitoring stationary levels and ordering office supplies.
- Maintaining computer and manual filing systems.
- Providing information to internal colleagues or external enquirers.

Front Desk Agent

Turtle Bay Marina | Canada, BC | January 2013-October 2014

- Performing all check-in and check-out tasks.
- Managing online and phone reservations.
- Informing customers about payment methods and verifying their credit card.
- Welcoming guests upon their arrival and assign rooms.
- Providing information about our hotel, available rooms, rates and amenities.
- Responding to clients' complaints in a timely and professional manner.
- Liaising with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs.
- Confirming group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests.
- Upselling additional facilities and services, when appropriate.