



OLEKSANDRA ARTIUSHENKO

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EXPERIENCE

Head of Customer Success – Asha Company

May 2020–September 2023

- Launched social media campaigns and provided algorithm-based content curation programs, increasing total clientele by over 300% with 95% retention.
- Empathetically and effectively managed over 500 accounts daily while ensuring a positive user experience.
- Developing strategy of company prospects.
- Trained newcomer members of team on how to connect consumers and make positive contact with them.

November 2019–March 2020

Client Manager – Sniezna Company

- Understood client needs and identified new business opportunities.
- Provided superior customer service and ensured client satisfaction.
- Inspect and arrange maintenance to meet standards.
- Negotiate lease/contracts with contractors in a timely and reliable manner.
- Advertise and market vacant spaces to attract tenants.
- Collect receivable accounts and handle operating expenses.

May 2019 – September 2019

Customer Service Support Specialist– The Sagamore Resort

- Create good relationships with customers.
- Identifying customers' needs.
- Resolving complaints and following up on resolutions.
- Managing incoming calls.

LANGUAGE

- Polish
- English
- Ukrainian
- Russian

Education

Maria Curie–Sklódowska University
Lublin, Poland

2015–2018 | bachelor of
Journalism and Social
Communication, marketing

Maria Curie–Sklódowska University
Lublin, Poland

2018–2020 | master of
Journalism and Social
Communication, PR

Key skills

- Communication
- Task management
- Budgeting
- Self – starting
- Problem solving
- Customer retention

Technical Skills

- Jira
- Google suite
- MC Office
- Agile management
- Project lifecycle management