

Roksolana Babii

Project Coordinator

I am an active, creative, organized, reliable and goal-seeking person. Also I'm good at learning new things quickly. I'm a critical thinker.



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EDUCATION

Faculty of Foreign Languages

Yuriy Fedkovych Chernivtsi National University

09/2014 - 2020

Chernivtsi

WORK EXPERIENCE

Customer Support Manager

Global IT Support

04/2020 - 04/2023

Chernivtsi

Achievements/Tasks

- Cooperating with clients all over the world;
- Helping them successfully solve their business challenges with minimal effort and maximum efficiency.

Customer Service Representative

WOW Company

09/2020 - 01/2021

Lviv

Achievements/Tasks

- Answering client questions about the platform
- Providing advice on using of the system

Teacher

Profi-Center

02/2020 - 09/2020

Chernivtsi

Main responsibilities

- Using a variety of teaching materials and approaches, appropriate to the students' level of understanding of the subject.
- Helping students improve their listening, speaking, reading and writing skills via group sessions.

Customer Service Representative

IndevLab

06/2018 - 08/2019

Chernivtsi

IndevLab is a Ukrainian IT company.

Main responsibilities

- Answering client questions about properly using or accessing service.
- Listening to client complaints or concerns and working to resolve their issues.

SKILLS

Communication skills

Teamwork

Problem-solving

Organizational skills

TEACHER (VOLUNTEERING)

"Window on America" Center (04/2014 - 06/2017)

- "Window on America" is an educational center. The mission of this Centre is to enhance mutual understanding between the United States and Ukraine.

CERTIFICATES

Participant of IMANS "Seminar-training in the UN, OSCE, EC" (11/2016 - 11/2016)

Participation in Camp UNITY (06/2013 - 07/2013)

School Leadership Participant (07/2012 - 08/2012)

LANGUAGES

Polish

Professional Working Proficiency

English

Full Professional Proficiency

Ukrainian

Native or Bilingual Proficiency

German

Limited Working Proficiency