***Markman Arina Andreevna***

**Customer service specialist**

|  |  |
| --- | --- |
|  |  |
| Education | 2018 – 2021: Minsk State Linguistic University (MSLU), English FacultyJuly 2019 – August 2019: Сourses – Sales Manager / Customer service specialist, Training Center "New Tomorrow"2014 – 2018: Branch of MSLU Linguistic and Humanitarian College2010 – 2014: School № 492005 – 2010: College of music at the Belarusian State Academy of Music |
| Work Experience | July 2018 – Oktober 2018: Customer service specialist, LLC Training Center “Technar”, Minsk, BelarusOfficial Duties:Regular communication with clients by personal visits or means of communication;Promotion of long-term cooperation with key customers;Preparation, signing, renewal of contracts with clients;Search, systematization of available information about potential customers, their needs, prospects of establishing business relations;Generalization of information about products, services, activities of competitors;Consulting clients in agreement with the training center, based on their needs and goals;Preparation of seminars for clients;Organization of practical and theoretical classes at the center. |
| Skills | Able to use: Microsoft Office (Word, Excel), Outlook Express, Photoshop CC, Corel Draw, 1C |
| Languages | Russian (native), English (fluent) |
| Personal Qualities | Punctual, responsible, purposeful, communicative |