

Elena Tyurina
13 October 1989
+375 (29) 6831507 (Telegram, WA, Viber)
alenatsiuryna@gmail.com



LOCATION: Minsk, Belarus.
Position: Customer service Manager, sales management, customer service Manager
Work experience -7 years 9 months

March 2020 – April 2020

Galakhova ES

https://instagram.com/liza_zateeva

Customer service specialist

- Maintaining the order (from the moment of registration of the application to shipment)
 - Working with CRM, preparing invoices, shipment and delivery documents (SDEK, M&M)
 - Maintaining a customer database, additional sales.
 - Preparation of product photos, retouching (Adobe Photoshop, Adobe Lightroom). Creating a portfolio.
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April 2016 – December 2019

Confectionery studio LLC "Zakaztorta.by"

[instagram.com/zakaztorta_by](https://www.instagram.com/zakaztorta_by)

Customer service Manager

- Sales Manager
- Social Manager networks (Instagram, VK, LinkedIn)
- Website Manager
- Assistant administrator

Work responsibilities:

- Registration of transactions (physical persons individuals and legal entities), identification of the customer's needs, consultation and selection of an individual design of the cake and filling, cost calculation, placing an order for production.

- Active sales by phone and in social networks, messengers, through the site and directly at meetings with potential customers. Client management (many customers have contacted us for 3 years or more).
(Large volume of work: about 20-30 new clients every week + regular customers).
- Communication with customers and corporate clients (IT companies, event organizers, transport organizations, car companies, etc.), holding meetings and tastings with customers (wedding season).
- Conducting social services (Facebook, Instagram, VK, LinkedIn, Facebook, Twitter), advertising campaigns and competitions, creating development strategies, creating unique articles (Instagram, VK, LinkedIn, Facebook, Twitter).
- Working with the company's website (on WordPress): writing unique texts, making new materials and changes to the site.
- Document flow (contracts and invoices, shipping documents, acts of completed work).
- Control of deliveries and interaction with couriers.
- Work both in the field of B2C and B2B - our products were sold in cafes and restaurants.
- Product and portfolio design using Adobe Photoshop/Lightroom, canva.com, crello.com (I love to make beautiful selling pictures, collages, signs).

November 2015 – February 2016

Sports web service

www.forspo.com

SMM-manager

Sports app for smartphones.

- Maintaining social networks: Facebook, Russian and English networks, filling groups with content (useful and entertaining information), conducting contests, surveys, giving out prizes, drawing up strategies and advertising campaigns, monitoring group traffic in Vkontakte and Facebook, the number of users and popularity.
- Translation into English, preparation of advertising texts and descriptions.
- Advertising texts in Russian language.
- Sports news editor-rewriting.
- Communicate with users in English (for example, Canada, Sweden by phone).

July 2015-October 2015

JSC " Center for labor protection and industrial safety"

www.otbel.by

Specialist in working with clients of the sales Department

- Communication with customers, preparation and formation of invoices, statement of goods (TTN), shipment of products, work in 1C: Accounting, accounting of incoming products to the warehouse, preparation for printing, packaging of orders.

- Preparation of the contracts. Interaction with large enterprises and organizations. Telephone conversations.
- Work at exhibitions: advertising and sales of the company's products (on-site sales).
- Monitoring of accounts receivable. Control of order completion deadlines.
- Reporting. Expense report. Working with the cash register.

Products: posters, magazines, instructions, books, collections, certificates, signs, films on labor protection and industrial safety in various industries and institutions, fire safety and electrical safety.

February 2012 – March 2015

NPK, OOO Satman

satmen.by

NPK, OOO Satman

- communication with customers and suppliers (representatives and managers of the state institutions, cultural institutions and private enterprises). Work with big state objects, regional museums and art galleries, museums in Minsk, private exhibitions). Departure to customers, telephone conversations.
- preparation of documents and documentary support, maintenance of contracts, preparation of calculations and price offers. Outgoing and incoming correspondence.
- participation in tenders; preparation of documents for trading platforms (icetrade.by)
- preparing for exhibitions
- statement of consignment notes, work with the Client Bank (payment and execution of payment orders), work in 1C. Control of accounts receivable.
- office life Support and booking for the Director and employees.
- delivery of documents to the tax office, resolving issues of the company, interaction with the Bank and the tax service (certificates, reports).

The organization is engaged in the manufacture and supply of Museum and exhibition equipment, design and organization of exhibitions, design of Museum exhibitions in museums and art galleries of the Republic.

Education

Higher

2011 - Belarusian state technological University, Minsk

Faculty of engineering and Economics, Manager-economist (in the chemical industry)

Knowledge of languages

Russian-Native

English-B2-Intermediate-advanced

Swedish-A1-Initial

Skills

- Microsoft Office, Internet, Adobe (Photoshop, Lightroom) - at the user level
- 1C Courses:Accounting and accounting reporting (2011)
- Seminar on Internet marketing (2011)
- training (seminar) "the Art of sales" (2011)
- participation in business games on the following topics: "Complaint", "Interview", " Business meeting»
- working in a Client Bank and 1C:Accounting
- SMM Social Media Marketing
- Adobe Photoshop, Adobe Lightroom, Canva.com, Crello.com