

# LIUBOV KURILOVA

DELIVERING QUALITY SERVICE WITH A SMILE

Adaptable professional with diverse experience in customer service and archival management. Skilled at enhancing operational efficiency and exceeding performance goals. Bilingual in English and Russian.

## CONTACT

Email: [liuba.eremenko@gmail.com](mailto:liuba.eremenko@gmail.com)

Tel: +49 1522 464 0561

Instagram: [@kurilove\\_art](https://www.instagram.com/kurilove_art)

## EXPERIENCE

### **Concentrix Global Services GmbH | Client Services Specialist | 2021 — present**

- I worked hard to establish a friendly and solution-focused environment by providing top-notch support (via chat, email, and phone calls) for advertisers on a major global social media platform.
- I acted as the go-to person between the company and our clients, sorting out any issues they had and ensuring they were always satisfied with our services.
- Being adaptable and skilled, I kept myself in the loop with the latest happenings in the industry, learning about new trends, tools, and best ways of doing things.
- I came up with ideas that made us work more efficiently, boosted the way our customers felt about us, and painted a positive picture of our brand.
- I consistently outperformed my targets, earning praise for my excellent customer service skills and making a significant contribution to the success of our team.

### **Digital Artist | Self employed | 2017 — 2021**

- Cultivated an active Instagram following of 7,000+ through regular creation and sharing of original digital artwork.
- Capitalized on social media platform by fulfilling follower requests and commissions.
- Demonstrated strong customer engagement and project management skills.

### **Administrative Assistant | AO Business News Media | 2016 — 2017**

- Managed day-to-day office operations in a fast-paced newsroom, handling diverse documentation and administrative duties.
- Collaborated effectively with multiple departments, including accounting, design, marketing, conferences and editorial.
- Carried out transcription services with precision and timeliness, enhancing office productivity.

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### **Temporary Secretary | Coleman Services | 2015 — 2016**

- Collaborated across various companies to provide essential operational and project support as needed, demonstrating adaptability and initiative.
- Managed a diverse array of administrative tasks, including organisational projects and reception duties, thereby ensuring smooth business operations.

### **Customer Support Professional | BKC-International House | 2015**

- Led educational sales and provided customer support.
- Assisted language learners and acted as student-administration liaison.

### **Assistant Archivist | OPJS Central Telegraph | 2014**

- Managed and digitized corporate archive.
- Assisted in museum management.

### **Assistant Archivist | Russian State Archive of Ancient Acts | 2013**

- Administered and digitized archived documents.
- Assisted in developing archive's organizational structure.

## LANGUAGE SKILLS

English: Full professional

Russian: Native

## EDUCATION

### **Russian State University for the Humanities | 2011 — 2015**

Documentation and Archival Studies

Thesis: International Business and Technical Archives.