

# LIUBOV KURILOVA

NATIVE RUSSIAN TECH ACCOUNT MANAGER

Professional with rich customer service experience providing technical support to advertisers of a major global social media company. Skilled in enhancing operational efficiency, surpassing performance goals, and managing technical challenges. Adept at using tools like JIRA and other SaaS products.

## CONTACT

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

Tel: +491234567890

Instagram: @kurilova\_art

## EXPERIENCE

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

- Provided Russian language technical support for advertisers of a major global social media company.
- Established a friendly and solution-focused environment by providing quality support for a major global social media platform's advertisers.
- Acted as the liaison between the company and our clients, solving issues and ensuring client satisfaction.
- Continually updated knowledge about industry trends, tools, and best practices for operational efficiency.
- Exceeded performance targets, praised for excellent customer service skills, and significantly contributed to the team's success.

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

- Accumulated an active Instagram following of 7,000+ through regular creation and sharing of original digital artwork.
- Fulfilled follower requests and commissions, demonstrating strong customer engagement and project management skills.

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

- Handled office tasks and assisted in design department collaborations, enhancing organizational efficiency.

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

- Supported operations and projects across various companies.
- Handled administrative tasks and managed legal filings.

### **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, including historic photographs.
- 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 University of Humanities | 2011 — 2015**

Documentation and Archival Studies

Thesis: International Business and Technical Archives.