

# LIUBOV KURILOVA

PROVIDING EXCEPTIONAL SUPPORT WITH A POSITIVE ATTITUDE

Customer-focused professional with extensive customer service expertise and graphic design skills using Adobe Photoshop. Efficient in meeting performance goals, resolving customer needs, and providing visual solutions. 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)

## PROFESSIONAL EXPERIENCE

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

- Provided support via chat, email, and phone for advertisers on a leading social media platform.
- Acted as a liaison between the company and clients, resolving issues and ensuring service satisfaction.
- Kept abreast with industry trends and improved efficiency by implementing innovative ideas.
- Surpassed targets, gaining recognition for excellent customer service and team contribution.

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

- Used tools such as Adobe Photoshop, Illustrator and After Effects and other industry-standard tools.
- Cultivated an active Instagram following of 9,000+ 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.

### **Customer Support Professional & Support Specialist | BKC-International House & Mexx, BNS Group | 2013 — 2015**

- Handled sales and support, identified client needs, and recommended products in education and fashion.
- Exceeded targets and enhanced experiences through customer engagement in both sectors.
- Stayed current with trends, fostering strong relationships, boosting satisfaction and retention.

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## OTHER EXPERIENCE

### **Administrative assistant | AO 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.

### **Assistant Archivist | Russian State Archive, OPJS Telegraph | 2013 — 2014**

- Managed and handled digitalization of both corporate and state archive documents, contributing to organizational efficiency.

## LANGUAGE SKILLS

English: Fluent

Russian: Native

## EDUCATION

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

Documentation and Archival Studies

Thesis: International Business and Technical Archives.