

LIUBOV KURILOVA

STREAMLINING OPERATIONS WITH EFFICIENCY

Efficient office professional with a customer service background. Proven ability in meeting operational objectives and addressing client needs. Fluent in both English and Russian.

CONTACT

Email: 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

- Supported various companies with operational and project tasks.
- Managed administrative duties for smooth business operations.

Customer Support Professional | BKC-International House | 2015

- Led educational sales and supported language learners.

Sales Professional | Mexx, BNS Group | 2013 — 2014

- Managed sales, provided customer service, and recommended products.
- Achieved sales targets and assisted customers with fashion choices.

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

- Managed, digitized, and organized corporate and state archive documents.

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.