

LIUBOV KURILOVA

DRIVING SALES SUCCESS WITH CUSTOMER SATISFACTION

Versatile sales professional with a strong background in customer service, experienced in surpassing performance targets. Demonstrated ability to adapt to varying customer needs and drive operational efficiency. Fluent in English and Russian, adding value in multicultural sales environments.

CONTACT

Email: liuba.ereenko@gmail.com

Tel: +49 1522 464 0561

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

SALES & SUPPORT EXPERIENCE

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

- As a dedicated client services specialist, I provided support for global advertisers, mediated client issues, stayed informed about industry trends, implemented efficiency strategies, and surpassed performance targets.

Customer Support Professional | BKC-International House | 2015

- Led educational sales and provided customer support, excelling in identifying client needs and recommending suitable educational products.
- Consistently met and exceeded sales targets by applying effective customer engagement strategies and leveraging product knowledge.
- Assisted language learners and acted as student-administration liaison, addressing concerns and providing tailored guidance to enhance the learning experience.
- Developed and maintained strong relationships with customers, fostering a high level of customer satisfaction and retention.

Sales Professional | Mexx, BNS Group | 2013 - 2014

- Managed in-store sales and provided superior customer service, understanding customer needs and recommending suitable fashion products.
- Consistently achieved and often surpassed sales targets by utilizing effective sales techniques and comprehensive product knowledge.
- Assisted customers in making fashion choices, by keeping up-to-date with the latest fashion trends and Mexx's product range.
- Built and sustained strong customer relationships, leading to increased customer satisfaction, repeat business, and referrals.

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OTHER EXPERIENCE

Digital Artist | Self employed | 2017 — 2021

- Built an active 7,000+ Instagram following with original artwork and managed commissions, enhancing customer engagement.

Administrative Assistant | AO Business News Media | 2016 — 2017

- Oversaw office operations in a dynamic newsroom, coordinated with various departments, and performed precise transcription services.

Temporary Secretary | Coleman Services | 2015 — 2016

- Handled operational support and administrative tasks across multiple companies, ensuring efficient business processes.

Assistant Archivist | OPJS Central Telegraph & Russian State Archive of Ancient Acts | 2013 - 2014

- Managed document digitization and organizational structure development across corporate and ancient archives.

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.