

LIUBOV KURILOVA

PROVIDING EXCEPTIONAL SUPPORT WITH A POSITIVE ATTITUDE

Customer-focused professional with customer service expertise. Efficient in meeting performance goals and resolving customer needs. Bilingual in English and Russian.

CONTACT

Email: liuba.ereenko@gmail.com

Tel: +49 1522 464 0561

Instagram: @kurilove_art

SUPPORT 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.

Customer Support Professional | BKC-International House | 2015

- Handled educational sales, identified client needs, and recommended suitable products.
- Exceeded sales targets through effective customer engagement strategies.
- Served as student-admin liaison, resolving concerns and enhancing learning experience.
- Fostered strong customer relationships, boosting satisfaction and retention.

Support Specialist | Mexx, BNS Group | 2013 — 2014

- Provided exceptional support, understood customer needs, and suggested fashion items.
- Enhanced shopping experience through product knowledge and communication skills.
- Stayed current with fashion trends, helping customers with fashion choices.
- Forged customer relationships, enhancing satisfaction and repeat business.

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OTHER EXPERIENCE

Digital Artist | Self employed | 2017 — 2021

- Grew Instagram following to 7,000+ via regular artwork posts.
- Fulfilled follower requests, improving engagement.

Administrative assistant | AO News Media | 2016 — 2017

- Managed diverse tasks in a busy newsroom.
- Supported multiple departments with transcription.

Temporary Secretary | Coleman Services | 2015 — 2016

- Provided broad support across companies, showing adaptability.
- Handled varied admin tasks for smooth operations.

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: Full professional

Russian: Native

EDUCATION

Russian State University for the Humanities | 2011 — 2015

Documentation and Archival Studies

Thesis: International Business and Technical Archives.