L I U B O V K U R I LO VA

## D E L I V E R I N G Q U A L I T Y S E R V I C E W I T H A S M I L E

Adaptable professional with diverse experience in customer service and archival management. Skilled at enhancing operational eﬃciency and exceeding performance goals.

Bilingual in English and Russian.

# C O N T A C T

Email: [liuba.eremenko@gmail.com](mailto:liuba.eremenko@gmail.com)  
Tel: +49 1522 464 0561

Instagram: [@kurilove\_art](https://instagram.com/kurilove_art/)

# E X P E R I E N C E

### 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

Collaborated across various companies to provide essential operational and project support as needed, demonstrating adaptability and initiative.

Managed a diverse array of administrative tasks, including organisational projects and reception duties, thereby ensuring smooth business operations.

### 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. 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.

# L A N G U A G E S K I L L S

English: Full professional Russian: Native

# E D U C A T I O N

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

Documentation and Archival Studies

Thesis: International Business and Technical Archives.