

# LIUBOV KURILOVA

DELIVERING QUALITY SERVICE WITH A SMILE

Motivated employee with experience in customer service, administrative operations, hospitality and sales open to opportunities in Berlin or remote positions. Bilingual in English and Russian.

## CONTACT

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## EXPERIENCE

### **Front Office Specialist | Moxy Hotels Berlin | 2023 — present**

- Ensured a warm and inviting guest experience through friendly greetings and attentive service, effectively communicating in fluent English, native Russian, and basic German.
- Upheld high standards of customer service, resolving guest inquiries and issues promptly.
- Orchestrated seamless food and beverage service, at the bar and in the kitchen.
- Handled transactions efficiently as a cashier, ensuring a smooth payment experience for guests.
- Proactively maintained cleanliness, organisation and decoration of guest areas, contributing to a welcoming environment.
- Managed guest check-ins and reservations efficiently.

### **Client Services Representative | Concentrix Global Services GmbH | 2021 — 2023**

- Supported advertisers on a leading social media platform.
- Acted as a key liaison between the company and clients, ensuring prompt issue resolution.
- Recognised for exceptional customer service and team success.

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

- Cultivated an Instagram following of 7,000+ through original digital artwork.
- Fulfilled follower requests and commissions.
- Demonstrated strong customer engagement and project management skills.

### **Administrative Assistant | AO Business News Media | 2016 — 2017**

- Managed office operations in a fast-paced newsroom.
- Collaborated with accounting, design, marketing, conferences, and editorial departments.

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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 — 2016**

- Led educational sales and supported language learners.

### **Sales Professional | Mexx, BNS Group | 2014 — 2015**

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

### **Assistant Archivist | Russian State Archive of Ancient Acts, OPJS Telegraph | 2013 — 2015**

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

## LANGUAGE SKILLS

Russian: native

English: full-professional

German: basic

## EDUCATION

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

Documentation and Archival Studies

Thesis: International Business and Technical Archives.