

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

Email: liuba.eremenko@gmail.com

Tel: +49 1522 464 0561

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

www.linkedin.com/in/liubov-kurilova/

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.
- Managed guest check-ins and reservations efficiently.
- Organized documents and disposed of outdated materials, ensuring confidentiality and compliance.
- Handled administrative duties including assigning parking spots, requesting restocking of supplies, and organizing common areas.

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.
- Consistently exceeded targets, earned praise for excellent customer service, and significantly contributed to 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.

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

Email: liuba.eremenko@gmail.com

Tel: +49 1522 464 0561

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

www.linkedin.com/in/liubov-kurilova/

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.