



2020-02-23

**елена головко****Тбилиси****Мобильный телефон:** (+995) 579 50 06 00

37 Лет/Года

**Локация работы :** Тбилиси**Пол :** Женщина**Образование :** Магистр**Опыт :** > 10 лет**Сейчас я :** Ищу работу**Мобильность :** Региональная**Испытательный срок :** Нет**Рабочая время :** Полный рабочий день**Водительские права :** В

## Должность руководителя, администратора.

GE01294733

### PERSONAL INFORMATION

Name, Surname: OlenaHolovko

Date of Birth: 19 December 1984

Place of Birth: Dneprodzerzhinsk, Ukraine

Marital Status: Married, two children.

Email: elenka1golovko@gmail.com

Tel: (+995) 579 500600

### EDUCATION

University: State Technical University of Dneprodzerzhinsk 2002-2007

Faculty: Finances

Qualification: Master's Degree in Finances.

### WORKING EXPERIENCE AND ACHIEVEMENTS

DNIROPETROVSK OBLAST BRANCH OF BANK "FINANCES AND CREDIT" 03.07.2006-28.12.2011

Leading credit officer of unit at the 2nd branch

27.06.2007-03.07.2006

Senior economist of the 2nd Unit of Small Business Sector Customers and Personal Banking

03.07.2006-28.12.2011

Duties and Responsibilities:

- Consultancy regarding existing products;
- Planning and conducting meetings and presentations for allurements of new customers and establishment of long-term cooperation with them;
- Financial analyses of small and medium business sector, credit issuance;
- Maintaining a loan portfolio with a minimum number of delinquencies;
- Working with small business debtors;
- Achievement of 4 000 000 UAH from zero UAH customer portfolio from the beginning of existence of the 2nd Unit of Small Business Sector Customers and Personal Banking.

DAMPING LTD. DNIPROPETROVSK BRANCH SUPERVISOR 17.01.2012-01.01.2015

Duties and Responsibilities:

- Online sales supervision of electronics;
- Development of sales plan and marginality;
- Determination and renovation of staff functional responsibilities;
- Development of cooperation with electronics providers and shipment companies;
- Online service development;
- Elaboration of new interactions with customers;
- Feedback collection for determination of customers' satisfaction with services provided;
- Analyses of complaints, resolving conflict situations by direct communication with customers via phone and/or meetings;
- Opening fully operational 10 new branches of the online shop in different cities of Ukraine.

ADDITIONAL INFORMATION

Computer Literacy: MS Windows; MS Word, MS Excel, MS Power Point; PC Accessories.

Personal Abilities: High communication skills; Ability to work in team; High sense of responsibility; Focus on achievement of goals set.

Trainings: "Standards of Effective Customer Service";  
"Fruitful Negotiations".