



Marharyta Vasnietsova

Date of birth: 07/04/1998 | **Nationality:** Ukrainian | **Gender:** Female |

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● WORK EXPERIENCE

08/02/2021 – 06/11/2021 – Kyiv, Ukraine

SUPPORT AGENT – VETERINARY INTEGRATION SOLUTIONS (VIS)

- Responding to customers' inquiries in accordance with SLAs via email
- Providing appropriate solutions to maintain high customer satisfaction and conduct cases escalation
- Communicating with a client on their policies as well as participating in the processes' automation
- Assisting customers to accelerate their adaptation to the solutions VIS offers
- Analyzing and reporting misalignments and gaps in client's workflows
- Taking part in optimizing support processes and improving internal documentation

10/02/2020 – 07/11/2020 – Lithuania

ESC VOLUNTEER – DZUKIJA NATIONAL PARK

- Participating in the activities organized by the park's staff
- Assisting in the excursions for the visitors and helping to conduct tourist flow monitoring
- Taking part in environmental tracking and ecological registration of the wildlife
- Helping with the exposition preparation

[Recommendation letter](#)

Lithuania

02/11/2019 – 18/01/2020 – Kyiv, Ukraine

ADMINISTRATIVE SECRETARY – DEC EDUCATION

- Greeting and consulting potential clients
- Assisting with new staff onboarding
- Answering and directing phone calls to relevant staff
- Scheduling meetings and appointments
- Processing and directing mail and incoming packages or deliveries

17/12/2018 – 29/03/2019 – Kyiv, Ukraine

ADMINISTRATIVE SECRETARY – ANGLIK SCHOOL

- Assisting teachers
- Communicating with clients
- Selling the courses
- Consulting students
- Forming and controlling the schedule

● EDUCATION AND TRAINING

01/09/2015 – 30/06/2019 – Kyiv, Ukraine

BACHELOR DEGREE, NATURAL RESOURCES MANAGER – ESC "Institute of Biology and Medicine" of Taras Shevchenko National University of Kyiv

Field(s) of study

- Environmental protection

<https://europa.eu/europass/eportfolio/screen/share/7a3fbe9a-5afe-40b7-ae2e-6ab9d2b812e9?lang=en>

● LANGUAGE SKILLS

Mother tongue(s): **UKRAINIAN** | **RUSSIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Microsoft Office | Helpdesk Support

● JOB-RELATED SKILLS

Job-related skills

- Experience in communicating with native speakers
- [Completed a "Communication Skills Advanced Progressive C1.2" course](#)
- Attention to Detail
- Multitasking