



## Olga Smirnova

Preferred country or city:	Czechia
Salary:	From 500 EUR
Sector of activity	Hospitality & catering
Employment Type	Full time
Ready to relocate	Yes

## CV content description

Женский 04.11.1992

## Experience

01.08.2015 – 01.10.2017

### DHL Global Forwarding

#### Customer relation specialist,office-manager

Full management of administrative process for indirect functions (Moscow and regions) support is provided to the Business Units of DHL Logistics (Russia) Ltd in Moscow (~450 employees):

- Administrative support of employees of the company DHL Global Forwarding, Russia:
- Answering and forwarding phone calls, database maintenance, working with requests of employees and customers, receiving official letters from customers, partners, vendors; translation of documents, preparation of reports, directing electronic database of correspondence;
- Keeping paperwork management (registration and processing of incoming and outgoing correspondence in accordance with the standards of paperwork management);
- Business correspondence with Russian and foreign partners;
- Coordinating the work of employees of Administration and Maintenance Department (secretary, couriers, drivers). Cooperation with Administration of Khimki Business Park Centre;
- Participating in the development and maintenance budget for office expenses. Provision of office equipment and expandable materials to the employees, work with suppliers;
- Organization of commercial travels and business trips of heads of departments and guests of the company, visa support;
- Organization of business trips and entertaining delegations (hotels booking, tickets booking (air and rail tickets all over the world), organization of transfer service, execution of travelling documents (orders, assignment letters);
- Coordinating meetings and foreign delegations. As a customer relation specialist:
- Processing of shipping requests;
- Working with internal procedures & documentation;
- Resolving claims and pretensions from the clients.
- Calculation of transportation cost;
- Providing the potential customers with the presentation of DHL Global Forwarding services;
- Translation of contacts/invoices ;
- Cooperation with DGF divisions around the world.