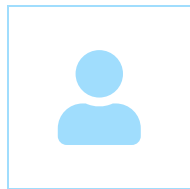


# Banking & insurance, Education & training, HR and Personnel, Sales agency representative



Preferred country or city: Czechia  
Salary: From 900 EUR  
Sector of activity: Financial services & banking  
Employment Type: Full time  
Ready to relocate: Yes

## CV content description

Proactive, customer-orientated professional with almost 4 years of overall experience in various areas, such as Marketing, PR, Customer Support/Account Management, Social Work and HR Management. I worked in the world's leading communication groups (Publicis Groupe) and in the Russian top PR company (CROS). Operate in 3 languages (English, Czech, Russian), never stop learning.

## Experience

01.08.2016 – 01.08.2019

### Centrum pro všechny

#### Assistant to disabled children and adolescents

Helped children and adolescents with disorders in any task required as to movement, hygiene, dress changing, feeding. Developed several entertaining and educational programs for disabled persons, took direct participation in their implementation Organized trips for disabled persons to Prague, Kutna Hora, Pobebrady Communicated with parents on a regular basis Provided translation from English to Czech and vice versa to enable efficient communication between the children/adolescents and international volunteers Organized after-camp cultural programs and leisure activities for international volunteers (trips, tours and etc.) Provided orientation to the volunteers

01.12.2017 – 01.12.2019

### Code Class

#### Account Manager

Interacted with a high number of customers by phone and email on an everyday basis to ensure their satisfaction with the company's product Received the highest Customers overall review rate in March 2018, June 2018 and April 2019 Provided technical support towards the employees' issues and assistance with their work schedule Prepared financial reports and analytical review concerning the company activities Continuously searched for potential clients

01.11.2018 – 01.01.2019

### CROS

#### Public Relations Intern

Worked on building PR campaigns for the leading brands in the Russian market, like KIA, Ryaba(Mayonnaise brand) end etc. Helped organize PR assistance and develop PR strategy for Ryaba's (Mayonnaise brand) participation at "Russian gastronomic week in Japan" in January 2019 Helped organize the annual event "Best PR Case" Evaluated the frequency of brands references on Media (online magazines, radio, tv), using research tool Mediascope Communicated with newsletters, promoted brands on Media

01.06.2016 – 01.05.2017

### Publicis Groupe

#### Junior Social Media Manager

Guided the full process of launching and managing advertising campaigns on Social Media for one of the biggest players in the market, like Coca-Cola, Avon, Jacobs, Samsung Evaluated competitors advertising activities on Social Media Prepared reports and detailed presentations with recommendations for the partners about competitors advertising activities on Social Media, which eventually lead to an increase in the engagement rate of their clients Conducted successful target audience research for the partners, using tools like Socialbakers and Cerebro Conducted several consumer behaviour research, that helped the partners better define their target audience Conducted market research, followed by Data analyses in MS Excel