



# REGINA UKOLOVA

## ABOUT ME

A young girl who wants to develop, gain new knowledge and experience. Promising, optimistic, friendly and easy to get in touch with new people. My excellent customer service and communication skills, combined with my relevant work experience, make me a real asset to any organisation that I work for.

## SKILLS

- Knowledge of English (C1)
- PC skills
- Communication skills
- Problem-solving skills
- Attention to details
- Empathy
- Hard-working
- Leadership skills
- Organizational skills

## EDUCATION

- 2019 - 2023
  - Karazin Kharkiv National bachelor degree (English and Chinese translator)
- 2020 - 2024
  - Beketov Kharkiv National University of Urban Economy bachelor degree (logistics)

## CONTACT DETAILS

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## EXPERIENCE

2018

*Easy English camp*

· *Counselor-teacher in a language camp*

- watch children.
- teach english.

2019 - present

· *English tutor*

2021 (April - June)

*LULU Software*

· *Customer support specialist*

- Responding promptly to customer inquiries.
- Communicating with customers through various channels. Acknowledging and resolving customer complaints.
- Processing orders, forms, applications, and requests.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process. Ensure customer satisfaction and provide professional customer support.

2021 (July - December)

*Resolute logistics*

· *Dispatcher*

- Searching loads.
- Dispatching truck drivers, maintaining partnership.
- Working with documents.
- Helping in stressful situation.
- Client support 24/7.
- Communication with brokers and different facilities workers.