

VICTORIA EFREMOVA

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Fuerteventura

Canary Islands

PROFILE

I can describe myself as hardworking, determined and precise person having good communication skills. Thanks to my previous experiences I've developed goal-oriented skills and stress resistance. Open mind mentality allows to adapt easily to different types of work.

EXPERIENCE

Sales Account Executive November, Grupo Catamaran Company, Canarias

November 2019 — actual

Research and identification of new sales opportunities, build strong client relationship, follow up gained customers, create promotional campaigns, follow and update social networks, monthly report.

Passenger Service Agent, Jet2Holidays, Canarias

May 2018- June 2019

Customers welcome at the hotel, passport and travel documents check up, security questions and luggage registration. Follow up problematic customers. Daily report. Invitations preparation.

Showroom Fashion Manager, Societa Italia, Milan Italy

November 2012-November 2017

Customer welcome and support, receive and organise fashion collections in showroom, organise collection presentation. Customers follow up: payments, refunds, complaints. Suppliers follow up. Showroom maintenance.

Front Office Manager, Dolce&Gabbana Showroom, Milan, Italy

January 2016 - December 2016

Customers welcome, daily planning, call and emails managing, coordinate with area manager and sales advisor, showroom maintenance, meetings organisation

I also worked in London as Customer support in Toyota and Lexus Showroom in 2006 -2007 and my responsibilities were to meet and direct to the right department incoming customers. Ensure car service. Courtesy Car check up. Follow up in-service customers

EDUCATION

Omsk State Agrarian University, Russia, Omsk 2002-2009

Political Sciences Faculty

Accountant Course , Eurolavoro, Milan , Italy 2015

Basic accountant course

COMPETENCIES

I perfectly speak 3 languages - Russian, English and Italian and medium level of Spanish . I have had experience in websites translations and worked as translator in various exhibitions in Italy and England.