

# OLENA KILSON

## RUSSIAN/ENGLISH TRANSLATIONS

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## QUALIFICATIONS

- Native Russian and Ukrainian speaker (grew up in Eastern Ukraine, spoke Russian at home)
- Professionally fluent in English, University of Maine graduate
- Two years of freelance Russian/English document translation experience
- Over 3 years of management experience
- Strong computer processing skills, types 65 wpm
- Great attention to detail
- A member of American Translators Association

## TECHNICAL SKILLS

<b>Languages</b>	Russian, English, Ukrainian
<b>Platforms</b>	PC/Windows, Mac OS
<b>Capacity</b>	RU↔EN 4000 words/day
<b>Availability</b>	Actively seeking new agencies to work with
<b>Software</b>	MS Office, Open Office, Adobe Illustrator, Outlook
<b>Areas of Expertise</b>	Business/finance, Marketing, Social Sciences, Dining and Hospitality

## EDUCATION

**University of Maine, Orono, ME - B.A. in Economics, 2007**

Graduated Cum Laude, A Member of an International Honor Society in Economics, Omicron Delta Epsilon

**Sommelier Society of America, New York, NY – Sommelier Certificate, 2009**

Studied world wine regions, varietals, and the business of wine service

**School #141, Dnepropetrovsk, Ukraine – High School Degree, 2002**

Awarded a certificate of distinction for achievements in English, a winner of a regional Olympiad

## PROFESSIONAL EXPERIENCE

**General Manager** **2010-Present**

**The UPS Store, Wilmington, NC**

Oversee all aspects of shipping and handling of UPS packages, maintain customer relations, manage day-to-day operations and monitor cost control and expenses

- ◆ Enlarged repeat customer base through promotion of house accounts
- ◆ Increased monthly sales by 10% by a targeting cross-sales, staff training
- ◆ Introduced a multitude of new services for PO customers, which increased customer retention

**Sommelier** **2009-2010**

**Rulis International Kitchen, El Paso, TX**

Managed wine inventory, trained the wait staff on all aspects of wine service, maintained working relationships with distributors, made specific recommendations to patrons within their preferences and budgets

- ◆ Increased off-premise wine sales by 30% by improving the wine list and in-house display
- ◆ Provided weekly wine classes to up to 40 people

**Wine Bar Manager** **2007-2009**

**Manna Dew Café & Wine Bar, Millerton, NY**

Assisted patrons with wine pairings and recommendations, educated wait staff about the wine list, assisted General Manager in selecting wines for the restaurant