

# Olga Mirkova

New York, NY

[olgamirkova5@gmail.com](mailto:olgamirkova5@gmail.com)

(929)5236193



I worked at different job positions at different institutions since September 2009 to August 2016 in Ukraine, and since October 2016 in the USA. I have good organizational skills and experience in coordination of office operations, procedures and resources to facilitate organizational effectiveness and efficiency. Also I was responsible for full cycle of library process and have some experience in project-management in the educational field. I am able to provide excellent customer service while representing brand values and raising brand awareness. But above all I love languages: I have over 5 years of copyediting and proofreading experience (Ukrainian language), interpreting skills in retail field (Ukrainian and Russian customers), and translation experience (English-Ukrainian language pair).

## Work Experience

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### **Brand Ambassador**

Tiffany and Co - New York, NY October 2016 to March 2020

- Assisted and interacted with customers to create luxury experience
- Ensured customers are warmly welcomed, assisted accordingly and have a memorable experience
- Managed floor waiting list
- Enhanced the customer experience with hospitality
- Communicated with management about any service issues with waiting clients
- Provided translations for Ukrainian and Russian speaking customers
- Assisted sales and operations team with after sales servicing

### **Seasonal Sales Professional**

Tiffany and Co - New York,  
NY December 2018 to January  
2019

- Provided courteous customer service while selling fine and fashion jewelry
- Promoted new products to serve my clients better
- Resolved client issues
- Cooperated with merchandise team in organizing merchandise, based on customer needs and desires

### **Librarian**

Ukrainian Catholic University -  
Lviv, Ukraine May 2013 to  
August 2016

- Supervised reading rooms while interacting with library users and taking care about book collections
- Catalogued and made classifications of new books
- Managed acquisitions while cooperating with different publishing houses and specialized shops

### **Copy Editor (Ukrainian language)**

Freelance/Self  
employed - Lviv, Ukraine  
September 2010 to July 2016

- Reviewed and corrected written materials to improve accuracy, readability, and fitness for its purpose
- Made texts free of errors, omissions, inconsistency, and repetition
- Checked if texts are accurate in terms of spelling, grammar, jargon, punctuation, terminology, semantics and formatting

### **Marketing Manager**

Ukrainian Catholic University -  
Lviv, Ukraine September 2012 to  
May 2013

- Searched for the applicants for the University programs in social networks
- Cooperated with NGOs
- Organized competitions and other events for school students and students of other Universities

## **Administrative Assistant**

Ukrainian Catholic University -  
Lviv, Ukraine September 2010 to  
September 2012

- Incoming calls reception and distribution
- Greeted guests and visitors and directed to appropriate location
- Wrote business correspondence and emails
- Sorted and routed incoming mails
- Coordinated development of promotional products (souvenirs and printed materials)
- Worked with documentation
- Created event calendars
- Edited news on web-site
- Managed budget of the Department
- Controlled inventory and ordered supplies
- Organized corporate events and trips

## **Secretary**

Department of Ukrainian language (Ivan Franko National University of Lviv) - Lviv, Ukraine September 2009 to September 2010

- Incoming calls reception and distribution
- Coordinated office operations and procedures
- Greeted guests and visitors and directed to appropriate location
- Worked with documentation

## **Education**

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### **Master's in Ecumenical Studies (Religious Journalism)**

Ukrainian Catholic University -  
Lviv, Ukraine 2008 to 2010

### **Master's in Ukrainian Language and Literature**

Ivan Franko National University of Lviv -  
Lviv, Ukraine 2004 to 2009

### **High school diploma**

Nadvirna Physics and Mathematics Lyceum - Nadvirna, Ukraine 2000 to 2004.

## Skills

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- PC literate, good communication and writing skills, good presentation and organization skills
- Translation, interpretation (Ukrainian, Russian)
- Copy Editing
- Customer service
- Library Services

## Additional Information

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1. Volunteer support at winter Taize meeting 2009 (Poland), 2012 (Italy) (meeting of young Christians from different countries).
2. Volunteer support at European football championship 2012 (06/2012, Lviv, Ukraine).
3. Participation at the project “Help another – become a friend” (work with disabled youth, 06/2012 – 11/2012, Lviv, Ukraine).
4. Participation at the marketing seminar “How to represent your company for public?” (speaker – Torsten Elsholz, 28 – 30/11/2012, Lviv, Ukraine).