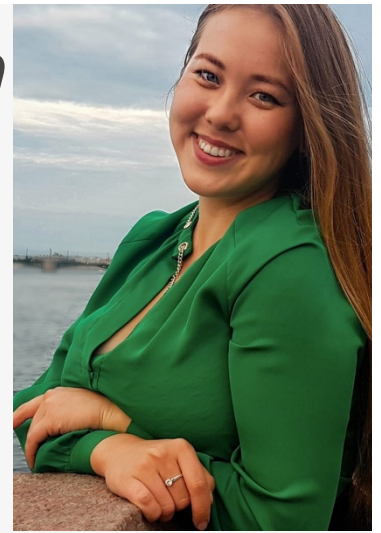


Natalia Kim

CURRICULUM VITAE



Executive Summary

A highly motivated and driven customer service oriented individual who has exceptional communication, relationship-building and influencing skills. Capable of building customer relationship which lead to loyalty and confidence. Ability to adapt quickly to new work environments and learn new processes quickly to achieve outstanding results with a strong ability in multi-tasking and prioritizing in regards to business needs, sales targets, and customer assistance.

Education

Saint Petersburg State Pediatric Medical University

MBBS with Pediatrics Specialty

-September, 2013 to July, 2019

Saint Petersburg State University

Diploma Certificate in "Translator in Professional Communication, Russian-English"

-September, 2016 to July, 2018

Work Experience

Job: Part-time Sales Executive

Company: 1001 Dress

March, 2014 - October 2014

- Talking to customers about inquires, returns, replacements and others
- Promoting loyalty program and products while actively engaging with customers over product specs such as design, size, color, occasion of clothing items
- Helping with shop inventory and storage
- Meeting individual and group sales targets
- Doing reports end of shift time
- Using English to communicate with tourists

Job: Part-time Customer Service Assistant

Company: Yusupov Palace (Museum)

April 2015 - August 2015

- Involved in Customer Service section to help museum guests
- Following my manager's orders of handing out leaflets and headphone with disk set to guests upon request
- Guiding guests with the mapping and location of different rooms and artifacts present in museum
- Flexible with accommodating to busy summer and tourist time with doing different jobs such as being placed at extra cashier booths to sell tickets

Info

- Nationality: Russian
- Date of Birth: 07/03/1996

Skills

- Adobe Photoshop
- Proficient in all Microsoft Office Tools as well as Facebook, Instagram, and VK. Up to date with Russian social media trends.
- Willing and able to learn new software quickly
- Best qualities: Punctual, hardworking, team player, and creative.

Languages

- Russian Native Speaker
- English – Fluent

Interests

- Reading
- Swimming, running, and healthy lifestyle
- Languages
- Photography

Reach me at:

- Mobile: +79531724783
- Email: binozak1996@gmail.com

Work Experience

Job: Part-time Nurse

Saint Petersburg State
Pediatric University
Hospital

October 2015–May 2019

- Getting patients necessary details before doctor visit such as temperature check, blood pressure, weight, etc
- Dealing with patients directly while giving medicine, injections, and other medical procedures
- Consulting and guidance of patients and their relatives
- Doing daily reports and filing of patients medical records
- Cleaning and sterilization of medical instruments and equipment