

Elena V Brown

Phone Number 79139786228 brownelena@gmail.com

EDUCATION

Omsk State Pedagogical University, Omsk, RF, Teacher IT & Economics 2001

CERTIFICATIONS

Georgia College - Professional Learning Unit "Inclusion" psychology and disabilities, online courses 2015

Fluent in Russian, English, Spanish - intermediate level

PROFESSIONAL PROFILE

- Logistic Operations
- Mentoring, and Leadership
- Client & Customer Satisfaction
- Fee and P&L Management
- Retail Management
- Marketing Strategies & Campaigns
- Cost Forecasting & Analysis

Computer Skills: MS office, Power BI, CRM, Financial, Labor & Food Management Systems

Available for Relocation

PROFESSIONAL EXPERIENCE

2021-2022 IKEA, Omsk, RF - administrator of department handling warranty issues and clients complaints, provided communication with buyers about their cases via Genesis, scheduled expert visits, maintained notes and appointments, processed ghost orders, mass cutouts of orders and reimbursements, sorted complaints by the potential risks of lawsuits and hazards to health (SAMS software), etc.

Reason for leaving - layoff

2021- present J and S Russian-british school, Omsk, RF - visiting teacher of statistics 8th grade, perform mentoring and leadership duties, lectures.

2018-2021 INFINIWIZ, Chicago IL remote assistant of manager IT projects, handled bill payments, contacts with vendors, customers, researched leads Hotspot CRM, LinkedIn

Reason for leaving - worked only night shifts

2016-2018 Computer Technician,
Colbert GA
Schools System

Madison County

Managed inventory of IT equipment. Trained, troubleshooted and assigned equipment to students and staff members. Installed software for exams.
Reason for leaving - relocation.

2014- 2015 Plantation Olive Oil LLC, Greensboro GA
Customer service and sales. Cash & Credit Handling. Provided presentations on oil production methods and culinary uses of products, health benefits. Served as representative for community outreach programs including Rotary Club, charity fundraisers and local culinary events. Maintained kitchen and storage facilities to sanitary conditions; food safety audits (including HACCP record keeping).
Reason for leaving - relocation.

2013 – 2015 A2B Fulfillment Inc, Greensboro GA
Billing Coordinator / Customer Service representative.
Managed customer operations between multiple companies.
Correspondence via phone, fax, email & social media.
Supported Billing, Financing and Sales departments.
Reason for leaving - relocation.

2010 – 2012 The Higdon House Inc, Greensboro GA
Catering & Special Event Coordinator/Operations Manager
Drove client satisfaction and the achievement of both client and company financial objectives. Performing presentations in multinational events grew sales by over 200% above previous year. Maintained all HACCP Logs during catering events.
Reason for leaving - not main profile for finished education.

2005 – 2010 Clear Image Auto Glass Inc., Eatonton, GA, Self-employed, office manager, kept records of staff - 5 members.
Amongst performed duties - ordering, advertising, safety training, bookkeeping sales, scheduling appointments.

OTHER WORK

2018-present Toloka Yandex crowd sourcing platform, promoting & driving Machine Learning tasks, automation.

2018-2020 synchronized translations lectures and work materials for Omsk Tank University;

2017 Elberton Theater, Elberton GA; Performer, Creative Writer

2016 NAMI - National Association of Mental Illness; member and event volunteer, provider of community support

2015 Georgia Boys & Girls Club; taught arts and crafts to students in afterschool program

2013-2015 Second Harvest Food Redistribution, Georgia; Distributed food and living essentials throughout the community

2013-2015 Joyful Heart Ministries, Georgia, facilitated events about experiences with social issues, family problems
2000 Student theater, Omsk RF- amateur artist.