



# INNA SLOTA

## CUSTOMER SUPPORT REPRESENTATIVE

📍 Kyiv, Ukraine

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### Education

#### MASTER'S DEGREE

Taras Shevchenko National University of Kyiv,  
Department of Romance Languages, French  
and English Languages  
2018-2020

Paul-Valéry University of Montpellier  
January - June 2020

#### BACHELOR'S DEGREE

Taras Shevchenko National University of Kyiv,  
Department of Asian Languages, Vietnamese  
Language and Literature  
2014-2020

Hanoi National University of Social Sciences  
and Humanities  
January - June 2017

### Languages

Ukrainian - Native  
Russian - Native  
English - Advanced  
French - Upper-Intermediate  
Vietnamese - Upper-Intermediate

### Skills

Communication Skills

Empathy

Time management

Teamwork

Computer Literacy

Microsoft Office

Technical Skill

### Executive Summary

Engaging customer-oriented individual with a positive attitude and strong ability to multi-task, prioritize, and manage time effectively. Interested in the position of Customer Service Representative in AllStars-IT; coming with knowledge of CRM systems and practices and 1+ years' proven customer support experience.

### Work experience

- May 2019 - June 2020 **Customer Support Representative** | SUPPORTYOURAPP, UKRAINE  
Support of different IT projects (form educational platform and cafes to the paywall service and bank) on the markets English native and non-native speakers, creation of a relationship of trust with customers and providing them with excellent service.
- October 2017 - January 2020 **Tutor** |  
Individual lessons of English, French and Russian for Vietnamese children.
- March 2017 - June 2017 **English Teacher** | BRISKY CENTRE, VIETNAM  
English lessons to groups of children of elementary and intermediate levels.
- July 2016 - January 2017 **Crew Member** | MCDONALD'S, UKRAIBE  
Customer service including taking customer orders, preparing menu items, receiving the payments, giving out receipts, and displaying friendly attitudes at all times. Holder of "Best newcomer" prize.
- 2011 - 2014 **Tutor** |  
Individual lessons of English for schoolchildren.

### Complementary education

- 3D CAD Fundamental - National Taiwan University - 2020
- General Course of Intellectual Property - World Intellectual Property Organization - 2019
- American Club Studies - U.S. Embassy - 2018
- Corpora Linguistics - Saint Petersburg State University - 2017

### Out of Office

#### Hobbies:

Events' organization, handmade crafts, active rest, cycling, drawing, languages, reading, travelling, sports, psychology, cooking, design, modelling.

#### Personal qualities:

Responsible, cheerful, creative, stress-resistant, cooperative, sociable, determined, easygoing, goal-oriented, organized, punctual.

### Certificates

Certification of Appreciation French Institute  
in Ukraine

DELFB2 Ministry of Education of French  
Republic