



Nadiezda Piotrowska

Предпочитаемая страна:	Чехия
Зарплата:	От 500 EUR
Направление деятельности	Гостинично-ресторанный бизнес, туризм
Тип работы	Полная занятость
Готов к переезду	Да

Описание резюме

I am a friendly, honest, detail and customer service oriented person, who enjoys communication. I love challenges and open to new opportunities.

Опыт работы

01.10.2008 – 01.05.2011

Bellnor

Manager of Educational Programs

Recruited prospective students; • Provided information to customers about education in various high-schools, colleges, universities, internship programs, language schools, language camps abroad, work and travel program • Visited schools and universities with presentations of foreign educational programs • Took part in educational exhibitions Managed administrative activities on behalf of customers; • Maintained correspondence with customers and international and local partners • Applied for visas on behalf of customers (Schengen region, the UK, the USA) • Booked tickets, provided insurance and accommodation for future students • Managed relationship with selected international partners (University College of Birmingham, Fontys University of Applied Sciences, Aberdeen University etc.) • Managed summer English language camps for children and teenagers (Estonia, summer 2010, teaching and administrative duties)

01.12.2011 – 01.12.2012

BM Real Estate Agency

Real Estate Agent

Duties and activities: • Searched for apartments/rooms/offices/land available for rent or sale • Recruited future customers • Took part in the trade fair in the field of real estate (June 2012) • Provided information to customers about suitable housing available in the real estate database • Maintained personal contact with customers through e-mail and phone • Accompanied customers during apartment viewings • Cooperated with representatives of other agencies

01.10.2013 – 01.05.2014

Conectys

Website Content Moderator

Processing a high number of newly submitted reviews for a travel website, according to provided guidelines; • Making sure that the reviews are authentic and relevant • Checking if the reviews are family friendly (profanity free) • Ensuring that the submitted photos and videos are suitable • Communicating with contributors in case of rejected reviews • Investigating fraudulent reviews • Publishing the accepted reviews • Escalating corner cases to higher level support • Attending customer meetings • Providing feedback to improve the internal processes • Escalating cases related to site updates (property closure, address change etc.) • Helping new comers in ramp up

01.06.2014 – 01.11.2016

Self-employed

Teacher of English as a foreign language

• Helping students to improve their listening, speaking, reading and writing skills via individual Skype sessions • Planning, preparing and delivering lessons to different age group students • Devising, writing and producing new materials, including audio and visual resources, based on psychological aspects and needs of certain age • Using a modern and dynamic teaching approach which allows students to communicate easily using the English language • Marking and providing appropriate feedback on oral and written work • Engaging parents and creating healthy relationships with students to have quality learning environment