**Resume**

**Olga Novak**

**Data Entry Specialist**

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**PROFESSIONAL PROFILE**

Dedicated Data Entry Specialist with experience in handling retail inquiries and promoting products. Skilled in communicating with customers via email. Fluent in verbal and written English with excellent time management skills.

**WORK EXPERIENCE**

**FNGroup LLC Russia, Moscow**

*Parts Coordinator From Mar 2021 to May 2023*

* resolve approximately 100+ inquiries from sales representatives per day;
* implementing a new process of placing the orders for parts of the particular brands which resulted in 5% increase of availability in the central region providing an increase of customer satisfaction and loyalty;
* saving customer base at the same level by keeping regular supplies in the times of restrictions and sanctions;
* helped develop a dealer management system and provided sales representatives with a training program, which helped to shorten the time of the answer to the customer from 1 day to 1 hour;
* addressed complaint from the customers to suppliers;
* long-term and short-term planning of purchases;
* tracking payments to suppliers, provision of the necessary documents;
* plan and arrange the timely and accurate order placement with suppliers;
* control and verification of shipping documents and payment documents;
* conducting negotiations with suppliers on the terms and conditions of delivery;
* tracking timely shipment from the supplier's warehouse;

**DM Energy LLC Moscow, Russia**

*Procurement manager From Jul 2020 to Oct 2020*

* Cooperation with manufactures of industrial equipment and service organizations;
* Receiving of the commercial offers and necessary documents from Suppliers for the requested products;
* Getting the best prices and conditions for the purchased goods;  
  Placing orders;
* Search of the analogues;
* Tracking timely shipments of the goods and payments to suppliers;
* Interaction with sales, logistics and financial departments;
* CRM reporting.

**HYOSUNG RUS LLC Moscow, Russia**

*Sales director assistant From Oct 2018 to Jul 2020*

* Resolve approximately 30+ inquiries from the customers per day;
* Addressed complaints from the customers to the service department;
* Finding buyers and maintaining business contacts;
* Negotiating with clients on the terms of the sale of goods and the provision of related services;
* Development of pre-contractual documentation;
* Setting up the contracts for the supply of equipment;
* Organization of delivery or shipment of goods to customers under concluded contracts;
* Control of payment;
* Control of the execution of the Buyer’s obligations stipulated in the set up supply contracts;
* Keeping records of customer claims on the execution of the contracts;
* Elimination of the causes of violations of the terms of the contract;
* Collecting information about customers and entering it into electronic databases;
* Preparation of the sales reports.

**Coca-Cola HBC LLC Moscow, Russia**

*Procurement trainee From Nov 2017 to Sep 2018*

* Analysis of the Suppliers' market and commercial offers;
* Preparation of the necessary data for holding closed tenders;
* Work with documentation and various contracts;
* Conducting business correspondence with external and internal clients of the company;
* Work in CMS, SAP programs;
* Archiving of the contracts;
* Data analytics in Excel.

**EDUCATION**

**University** **Location**

*International Economics/ Bachelor’s Degree 2018*

* Moscow Institute of International Business under the All-Russian Academy of Foreign Trade of the Ministry of Economic Development and Trade of the Russian Federation, Moscow

*Economics/Master’s Degree 2020*

* Moscow Institute of International Business under the All-Russian Academy of Foreign Trade of the Ministry of Economic Development and Trade of the Russian Federation, Moscow

**SKILLS & INTERESTS**

**Skills:** Microsoft Office (Excel, PowerPoint)

**Language:** English – C1, Spanish – B1, French – A2, Russian – C2, Ukrainian – C1.

**Interests:**  Analytics, Customer Service, Data entry