***Markman Arina Andreevna***

**Customer service specialist**

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| Education | 2018 – 2021: Minsk State Linguistic University (MSLU), English Faculty  July 2019 – August 2019: Сourses – Sales Manager / Customer service specialist, Training Center "New Tomorrow"  2014 – 2018: Branch of MSLU Linguistic and Humanitarian College  2010 – 2014: School № 49  2005 – 2010: College of music at the Belarusian State Academy of Music |
| Work Experience | July 2018 – Oktober 2018: Customer service specialist, LLC Training Center “Technar”, Minsk, Belarus  Official Duties:  Regular communication with clients by personal visits or means of communication;  Promotion of long-term cooperation with key customers;  Preparation, signing, renewal of contracts with clients;  Search, systematization of available information about potential customers, their needs, prospects of establishing business relations;  Generalization of information about products, services, activities of competitors;  Consulting clients in agreement with the training center, based on their needs and goals;  Preparation of seminars for clients;  Organization of practical and theoretical classes at the center. |
| Skills | Able to use: Microsoft Office (Word, Excel), Outlook Express, Photoshop CC, Corel Draw, 1C |
| Languages | Russian (native), English (fluent) |
| Personal Qualities | Punctual, responsible, purposeful, communicative |