

# Svetlana B

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## PROFILE

An ambitious fresh specialist in intercultural communications; experienced in leading teams and customer service. Excellent timekeeping and organizational skills

## WORK EXPERIENCE

AIESEC in Samara

<http://www.aiesec.ru>

VICE-PRESIDENT FOR OUTGOING PROFESSIONAL INTERNSHIPS January 2014 — January 2015

- Was responsible for goals achievement (70%) and growth (300%);
- Was in charge of coaching new members of the organization;
- Got experience in project management; □ Successfully worked in B2C sphere;
- Learned to meet deadlines.

ATH American Express

May 2014 — August 2015

<https://www.amexglobalbusinessstravel.com>

TRAVEL COUNSELOR

- Was awarded as the most efficient team member (among 300 people staff)
- Interacted with foreign customers
- Polished business communication skills (certified by London office)

Shan Translation Limited

August 2015 - Present

[www.shandubai.com](http://www.shandubai.com)

INTERPRETER AND COUNTRY MANAGER

- Was in charge of preparing company's website for Russian customers
  - Was responsible for new customer base developing

## EDUCATION

English language and literature

September 2010 — July 2014

SAMARA STATE UNIVERSITY

- Achieved a distinction grade;
- Improved all aspects of English (C1);
- Improved my German (B2);
- Developed stress resilience skills;

Italian Language

September 2010 — July 2013

SAMARA STATE UNIVERSITY

- Improved my Italian (B1);

## INTERESTS

TRAVELLING

- Fond of travelling independently

LITERATURE AND MUSIC

- Visit regularly art events

MARKETING

- Read contemporary literature dealing with buyers' behavior and new marketing techniques.