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|  | | **Kotikova Ksenia**  Female, 32 years, born on 16 October 1984  +7 (988) 5522133  [lea842004@mail.ru](mailto:lea842004@mail.ru)  Reside in: Rostov-na-Donu  Citizenship: Russia, work permit at: Russia  Not ready to relocate, ready for business trips |
| Desired position and salary | | |
| **Translator**  Administrative Personnel  • Translation  Employment: full time, part time  Work schedule: flexible schedule, remote working  travel time to work: any | | |
| Work experience —10 years 1 month | | |
| December 2015 — till now 1 year 4 months |  | **Subtitles translation**  Translator on:: http://amara.org/  http://www.ted.com/profiles/6107269/translator https://translate-coursera.org  http://notabenoid.org |
| July 2013 — till now 3 years 9 months |  | **Webagement**  Moscow, webagement.ru/  Customer Service Manager  **- Maintaining client's database and documentation. - Communication with clients. - Creation of reports based on clients needs. - Maintaining effective control of expenses. - Collecting and analysing data.** |
| November 2007 — July 2013 5 years 8 months |  | **Citibank**  Moscow, www.citibank.ru  Global Corporate Services Operation Specialist  **- Key role to the business: regular reviews, internal clients management. - Systems supporting and testing. - Communication with internal and external clients. - Daily metrics review and reporting. - Creation/maintenance of procedures for the supported processes. - Expense control and optimization for the supported processes.  Accounts Payable: - Control over invoice and expense claims processing. - FA annual count coordination. - Documents retrieval: internal requests support, internal&external audit support, reply for all income requests. - Vendors settlement reconciliation.  Transactional procurement support: - Control over internal procurement processing.  - Corporate mobile management: requests, database maintenance. - Suppliers relationship management in accordance to the existing policies and standards. - Monitoring and maintaining of supplier's database. - Resolving of vendor issues timely. - Participation in tenders: supplier selection in conjunction with Procurement.** |
| Education | | |
| Higher | | |
| 2006 | | **Tomsk Polytechnic University**  Graduate (Specialist) Degree with Distinction in Social and Cultural Service and Tourism |
| Professional development, courses | | |
| 2016 | | **Translator (Eng-Rus). Cross-Cultural Communication. Diploma of Professional Retraining.**  Subjects included: Study of Language, Cross-Cultural Communication, Translation Theory and Practice.  Southern Federal University |
| 2016 | | **Certificate in Sociology**  The Higher School of Economics |
| 2016 | | **Certificate in Language, Culture and Cross-Cultural Communication**  Moscow State University |
| Key skills | | |
| Languages | | Russian — native  English — Upper Intermediate  French — basic knowledge |
| Skills | | **- Ability to work with large quantity of documents.** **- Accuracy.** **- Literacy.** **- Ability to be attentive to details and analyze situation in general.** **- Computer skills: MS Office, Aegisub.** **- Excellent team player.** **- Ability to work under pressure and in a short time frames with a high result.** |