**Oksana Goldina**

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| **Objective** |
| * I am seeking a competitive and challenging opportunity where I can serve your organization and establish an enjoyable career for myself developing my intellectual and professional background.
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| **Profile Summary** |
| * 11 years successful career in Operation and Administration services in multinational company. In managing analyzing data and problems, Quality Control system in accordance with ISO 9001:2008. Managing finance and resources using technology, managing risk, developing business, managing accounts and partnerships, developing network in new regions of Middle East and Africa.
* 10 years flourishing career path as Nutritionist and Office manager. Supervising the stuff over 40 people and managing a team in providing full line management for all members working in a similar expertise and business. Scope in planning, setting objectives, role modeling, recruitment, development and performance management.
* Possess excellent interpersonal, analytical, and organizational skills. Inspiring others to want to take a specific role as part of a shared purpose. Engage the passion and commitment of others towards a shared purpose, rather then only focusing on getting the job done. As example during revolution in Egypt in January 2011 did all the best to manage the team working by the same schedule 24/7, providing all necessary service for the clients in order to keep the company performance.
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| **Education** |
| **1985 till 1989** |  **B.A. Faculty of Arts, Ukraine.** |
| **Degree** | Bachelor Degree  |
| **Major** | Arts |
| **University** | Arts school. |
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| **1989 till 1992** | **Medical College, Ukraine.** |
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| **1992**  |  medical nurse Course of Nutritionist for 3 month |
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| **Work Experience** |
| **January 2017****2005 till now** | **Interpreter in Synergium Company Europe as freelancer. Participate an Alibaba project for Aliexpress site.****Operation Manager** |
| **Company** | **Egypt Assistance, affiliated company of Remed Assistance Turkish Company at Cairo, Egypt.****International Company Member of International Assistance Group (Tourism and Health care, Multinational Organizations)** |
| **Objective** | Provide all kinds of assistance services throughout the official country channels in many different missions by a well-established network of doctors, hospitals, road, air ambulances, employee assistance program lawyers, and etc. |
| **website** | [www.egyptassistance.com](http://www.egyptassistance.com)  |
| **Inter-corporate Communication** | Marketing ( Information about products). As a result joined several projects in US, UK, Turkey for Global Concierge Advisory Service for advanced stage cancer patients.Joined Governmental project for Medical Tourism and lead the program in the one of radio channel on MT Masr radio.Statistics ( Information about reports)Finance ( Information exchange about payments)Cost containment  |
| **External-corporate communication** | Beneficiaries (Rendering of services)Customers ( Feed-back paying, complaints)Service Provider (Rendering of services) |
| **Responsibilities** | In accordance with arranged contracts, by answering coming demands carrying out the service as cheapest as possible, also completely and faultlessly, thus providing customer satisfaction.* Following all the process to run operation properly and to end up the services of other call centers, Assistance completely and faultlessly, controlling and sharing information with administration to improve the process.
* Making organizations to provide help and support services and following all working process until the file is ended up, conducting operational process within the frame of determined criteria for quality by informing or warning assistance coordinators.
* Training new employees ( 10 people). Teaching and representing procedures and applications carried out in operation such as operating system, using Magnus, opening and following a file, entering expenses (opening and closing service).
* Preparing or helping preparation of operation department reports arranged to be presented to Executives.
* Arranging hebdomadal and mensal shifts of assistance coordinators.
* Ending the complaints of beneficiary or provider up under the control of General Manager.
* Dealing with provider’s demands for payment and informing the related people.
* Requesting medical report and medical expenses from hospital. Collecting medical information by contacting treating physician and nurses for the medical report requested files.
* Sending payment guarantee to providers.
* When required, getting a price, preparing price offer and making organizations for Hotel Reservation, Flight Tickets (Normal/ Stretcher/ Accompanied Flight), Land and Air Ambulance, Funeral Transfer. Following the invoices which should be received from providers. Connecting with related people in case invoices received from these people and foundations are different from expected prices or the prices stated in the contract. Finding out the reason and performing necessary transaction according to the results. Protecting the rights of employers, beneficiaries and foundation rendering services to beneficiaries by demanding a cost containment if required.
* Working with employee assistance program, is a confidential, short term, counseling service for employees with personal problems that affect their work performance.
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| **1993 till May 2004** | **Nutritionist and Office manager** |
| **Company** | **Medical Treatment Center** |
| **Responsibilities** | * Taking over the office responsibility and work coordination system with clients. Supervised stuff (40 people).
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| **Training and Courses** |
| **1993** | **Management Course**  |
| **Attended at** | Ukraine. |
| **2005** | **Advanced Level English Course ( Level 2&3 )** |
| **Attended at** | British Council, Cairo. |
| **Computer / Language skills** |
|  | * Microsoft office ( Word – Excel – PowerPoint)
* Native Russian Speaker.
* Fluent in Spoken and written Ukrainian
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|  | * Fluent in Spoken and written English.
* Required basic Business skills in marketing, sales, business correspondence and reports.
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| **Personal Data** |
| **Date of Birth** | 26-12-1972 |
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| **Nationality** | Russian |
| **References** | * **Available upon request**
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