Olesia Tsegelnyk

**tel: +380972992832**

**E-mail:** vintage\_snow@hotmail.com

Born in Monchegorsk (Russia) on July 1, 1986.

In 2008 Graduated from **Kharkov Karazin University**, the foreign languages Dept. with Master's degree as Interpreter/Teacher of English and French languages.

Speak fluent **English and Spanish**. Good knowledge of French and Italian.

**Interpreting practice:**

 interpreting on conferences, business meetings, interpreting for dating agencies, foreigners coming to Ukraine on business.

 Interpreting for **“Metalist Kharkiv”** on pre-match/post-match conferences.

 S imultaneous translation on the **international scientific and practical conference** *“Transport systems of megapolises and big cities. Concepts of prospective development of Kharkov transport system”* held in Kharkov, on March 24-25

 Extensive **translational practice** as well as interpreting one – translations of various texts, from general subjects to some medical or technical ones, working as interpreter/simultaneous translator on talks and conferences.

***Working experience:***

 **October 2011** till present time working as **Store Manager** in **Inditex Ukraine**.

 -managing all organizational processes in the store;

-schedule planning;

 -preparing the store for the sale season;

-controlling and evaluating the sales associates’ performance;

-achieving sales targets;

-training new hires;

From **26.05.10** till **20.08.11** worked as **Senior Sales Associate** in **Princess Cruise Lines** company. I was dealing with all types of international customers and my duties included:

-completing sales transactions;

-analyzing business from voyage to voyage and writing reports;

-checking in new merchandise receipts against the order and completing required paperwork;

-informing customers about new products and promotions;

-achieving sales goals;

-analyzing jewelry and luxury clothing market;

-holding seminars and trainings on product knowledge

-visual merchandasing;

-solving problems concerning customer service

-demonstrating the highest level of customer service in all situations.

 From **12.12.07** to **12.04.10** I worked for **Gafana Enterprises Inc**. as **Client Manager, Interpreter**. My working duties included organizing meetings, communicating with the clients of the company, promoting the company’s brand, involving new clients, maintaining projects, translating documents, interpreting on talks, administering company’s affairs, teaching English to colleages.

From **31.05.06 to 1.08.06** I worked for **“Validio Ukraine”** as **Manager of Art Projects**. My work consisted of communicating with foreign clients and working with designers’ team to process the graphical orders of the clients, specifying the details of the projects, making up task lists, determining priorities for the projects, distributing tasks among the designers, dealing with the customers.

From **26.04.2005 to 31.12 2005** I worked as a *Customer Support Team Leader* for **‘’Velcom’’** hosting company. My work consisted of supervising Customer Support Team and helping them work efficiently. I was also in charge of answering the phone calls from American clients, writing e-mails and communicating with clients via ICQ. I consulted the clients on various issues concerning our services, helped them to resolve problems arising from their use of our services. Good organizational skills, high level of English and being good at IT terminology were obligatory for this job.