

KATERYNA SKOPYCH

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Kyiv, Ukraine/Munich, Germany



SUMMARY

An extremely responsible, attentive, curious and patient person with a strong will to succeed at all tasks and a high interest in a constant development of skills.

EXPERIENCE

Customer care manager

GAMMA TRAVEL

08/2019 - 03/2022 Kyiv, Ukraine

Ukrainian travel company which provides tours to Chernobyl zone and open Ukraine for people from all around the world. I was in charge of a perfect customer care and managed a team of guides.

- Supported customers and managed their orders from start to finish.
- Prepared all documentation and permissions for travelers (15-100+ persons per day plus 5-15+ persons per day for outsourcing company).
- Was responsible for managing the flow of correspondence (10-20+ calls, 10-35+ letters per day, mostly in English)
- Trained 3 future staff members.
- Managed a team of 9 people.
- Completed highly important tasks which were one of a few main links in the whole working process.

Call Center Agent

Ukraine International Airlines

05/2018 - 07/2019 Kyiv, Ukraine

The flag carrier and the largest airline of Ukraine. I was in charge of a customer support.

- Managed orders for many customers from different countries from start to finish in a timely, professional, and accurate manner.
- Dealt with high amount of requests (around 5-15+ short and long calls and 10-20+ letters per day).
- Learned how to work with the Amadeus booking system. Made approximately 5-10 bookings per day.
- Solved many difficult issues. Learned to work in stressing situations and with time pressure.

Online shop administrator

Etsy (clothing and accesories shops)

08/2017 - 01/2018 Kyiv, Ukraine

- Succeeded at being leading manager of the online shop. Managed 3 shops at the same time with 10-15 orders per day.
- Learned how to be a customer support manager. Spent hours communicating with customers (15+ letters per day) helping with their requests.
- Got basic knowledge in shop sales analytics and SEO optimisation of the products.

LANGUAGES

English	Advanced	Ukrainian	Native
Russian	Advanced	Spanish	Beginner

EDUCATION

Expert in Translation (Bachelor Degree)

Kyiv National Linguistic University

09/2013 - 07/2017 Kyiv, Ukraine

SKILLS

English Customer Support

Time Management Content Manager

Problem-solving Customer orientation

Excelent communicator

Amadeus Booking System

STRENGTHS

★ High responsibility

Every task is important and must be done perfectly. Always attentive, patient and meet deadlines.

🔍 Attention to Detail

Accurate reporting. Always stay fully alert while working with names or numbers to avoid mistakes.

🎯 Time Management

Multitasking and capable to prioritize tasks and deliver them in time. At the same time, I give myself enough time to do quality work.

💬 Excelent Communicator

Polite and warm communication, even in a difficult and stressing situations.