


Liudmyla Khrystenko

(She/Her)

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Experienced After-Sales specialist with history of performing different positions and working in cross-functional international team in OPPO. Strong linguistic professional with a Master's degree in Chinese and English translation from Kyiv National Linguistic University and international education experience in Shanghai Jiaotong University and East China Normal University. Passionate translator.

Skills and strengths

- Fluent in English, Chinese, Russian, Ukrainian; French – basic
- Microsoft Suite, Google Analytics, 1C
- Hard-working
- Results-oriented

Experience

JUL 2022 – NOW

Service Department and IoT GTM Manager / OPPO, Ukraine

- Full responsibility for managing customer service operations (online and offline), warehouse operations, and repair processes for mobile devices and IoT products.
- Oversaw a team of professionals (internal team and outsourcing companies), ensuring prompt and efficient customer support, issue resolution, and technical assistance.
- Optimized warehouse operations by implementing streamlined inventory management, order fulfilment, and logistics processes.
- Established stringent repair standards and quality control measures, resulting in improved repair turnaround times and customer satisfaction.
- Collaborated with cross-functional teams, including product development, sales, marketing, and logistics, to align strategies and achieve business objectives.
- Developed and implemented IoT GTM strategies to drive market penetration and product adoption.
- Collaborated closely with cross-functional teams, including product development, marketing, sales, and operations, to ensure the successful execution of the GTM strategies.

MAY 2022 – NOW

Translator / Delux Media, online (part-time, freelance)

Translation.

NOV 2021 – JUN 2022

Service Department and Spare Parts Manager / OPPO, Ukraine

- Assumed full responsibility for managing customer service operations (online and offline), warehouse operations, and repair processes for mobile devices and IoT products.

- Provided translation support for daily communication, business operations, and legal documents in English, Chinese, Russian, and Ukrainian.
- Supported IoT GTM activities by assisting in the development and execution of effective strategies to drive market penetration and product adoption.
- Received the Best IoT Team 2021 award in recognition of outstanding contributions and team performance.

SEPT 2019 – NOV 2021

Assistant to After-sales Department/Warehouse Manager/ OPPO, Ukraine

- Assumed full responsibility for overseeing the spare parts and devices warehouse, ensuring efficient operations and optimal inventory management.
- Provided comprehensive assistance to After-sales manager, addressing the department needs, facilitating communication, and resolving operational issues.
- Developed and implemented strategies to optimize warehouse processes, including inventory tracking, order fulfilment, and logistics coordination.
- Collaborated with cross-functional teams to streamline spare parts and device management, ensuring timely availability and accurate record-keeping.
- Implemented measures to maintain the integrity and accuracy of spare parts inventory.
- Worked closely with vendors and suppliers to establish strong partnerships and ensure timely delivery of spare parts and devices.
- Proactively identified and resolved any warehouse-related issues, minimizing disruptions and ensuring a smooth workflow.

Education

FEB 2020-JUNE 2020

Internship / East China Normal University, China (online)

Undertaking Chinese language and culture course under Chinese Government scholarship.

SEPT 2018-DEC 2019

Master's Degree / Kyiv National Linguistic University

Graduated with distinction in Chinese and English studies (Chinese and English translation and interpretation, linguistics).

SEP 2016-JUNE 2018

Internship / Shanghai Jiaotong University, China

Undertaking Chinese language and culture course under Confucius Institute scholarship.

SEP 2012-JUN 2016

Bachelor's Degree / Kyiv National Linguistic University, Ukraine

Graduated with a degree in Linguistics (English language and literature). Was a member of Student Club, performing with student orchestra Vodohray.

Volunteering and other activities

MAR 2016-JUN 2018

English Teacher / Kindergartens and schools in China, Shanghai, Suqian

Teaching English language to kids.

JUN 2015-OCT 2015

Delegate / European Youth Parliament

Participated in Lutsk 9th National Selection Conference, was selected to represent Ukraine on Dilijan Academic EYP Forum.

2012-2015

Volunteer, Hostess / Kyiv International Short Film Festival, DocudaysUA International Film Festival, Molodist' International Film Festival

Meeting film festival participants, translating, arranging excursions, accommodating, helping in festival organisation.

MAR 2016-JUN 2018

Subtitle translator / UkrDub, Ukraine

Translating subtitles to movie and series into Ukrainian.

Hobbies

- Music (can play violin and piano)
- Cinematography
- Translation