



Olga Smirnova

Țara sau orașul preferat: Czechia
Salariu : De la 500 EUR
Programul de lucru Ocuparea integrală
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Descrierea CV-ului

Женский 04.11.1992

Experiență

01.08.2015 – 01.10.2017

DHL Global Forwarding

Customer relation specialist,office-manager

Full management of administrative process for indirect functions (Moscow and regions) support is provided to the Business Units of DHL Logistics (Russia) Ltd in Moscow (~450 employees): • Administrative support of employees of the company DHL Global Forwarding, Russia: • Answering and forwarding phone calls, database maintenance, working with requests of employees and customers, receiving official letters from customers, partners, vendors; translation of documents, preparation of reports, directing electronic database of correspondence; • Keeping paperwork management (registration and processing of incoming and outgoing correspondence in accordance with the standards of paperwork management); • Business correspondence with Russian and foreign partners; • Coordinating the work of employees of Administration and Maintenance Department (secretary, couriers, drivers). Cooperation with Administration of Khimki Business Park Centre; • Participating in the development and maintenance budget for office expenses. Provision of office equipment and expandable materials to the employees, work with suppliers; • Organization of commercial travels and business trips of heads of departments and guests of the company, visa support; • Organization of business trips and entertaining delegations (hotels booking, tickets booking (air and rail tickets all over the world), organization of transfer service, execution of travelling documents (orders, assignment letters); • Coordinating meetings and foreign delegations. As a customer relation specialist: • Processing of shipping requests; • Working with internal procedures & documentation; • Resolving claims and pretensions from the clients. • Calculation of transportation cost; • Providing the potential customers with the presentation of DHL Global Forwarding services; • Translation of contacts/invoices ; • Cooperation with DGF divisions around the world.