

Roksolana Ivashkevych

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EDUCATION:

- Kaplan University – 2013
Health and accident insurance - Intensive preparatory course for Insurance Agent's license.
- New York City College of Technology 2009-present
Associate of Communication Design/Web design/Graphic Design

EXPERIENCE:

Biogen Idec 2013-present

Personal Administrative Assistant

- Organizational
- Expense Report Submissions. Collecting and allocating receipts expenses, coordinating with appointments and physicians for the Sunshine Act
 - Call Reporting – Manage and maintain electronic database submission of calls and reporting;
 - Appointments and call planning – maintain calendar and enter appointments.

ZARA

2012-2013

Sales Associate

- Operations
- Led two person customer service team for Zara Woman, Zara Basic and Zara Trafalac section
 - Assisted customers with the right size/color/style garment;
 - Opened and closed sections for stocking/restocking
 - Provided on-phone live customer service;
 - Provided multiple phone line customer service;

SHIMON OKSHEYN ART STUDIO

2012-2013

Internship

- Administration
- Managed Gallery Administration (web site design and upkeep, track orders, Custom shipping),
 - Managed day to day Gallery Operations, Exhibition logistics, customer interactions.
- Public Relations
- Implemented PR plan: press documentation, maintaining the gallery website, and exhibition preparation and promotion, customer tracking and research.
 - Interacted directly with customers at reception desk, greeted visitors, and fielded initial inquiries on gallery artists

CCTACO® New York, NY

2008-2012

Customer Service Representative

- Technical Support
- Answering customer queries, problem solving and provided details on new products
 - Responsible for customer service in the digital equipment division

- Customer facing Communications
- Provided Phone Support – multiple line phone system
 - Responsible for customer service in the digital equipment division
 - Interacted with customers
 - Collected and disseminated mail and communications

- Sales & Marketing
- Provided organizational and marketing support to the sales team
 - Ensured all sales and service objectives were met.
 - Partnered with new customers to develop new accounts and systems
 - Assisted in the training of new customer service representatives and associates.
 - Performed market research surveys on customer needs and requirements.
 - Prepared weekly/monthly sales report for the sales team and sales management
 - Generate repeat business through successful client follow-up.
 - Utilized spoken and written Polish, Russian and Ukrainian on occasion
 - Developed new policies and procedures

COMPUTER Proficiencies :

- Microsoft Word, Excel, PowerPoint, Outlook, 1C, Pages
- InDesign, Photoshop, Illustrator, After Effects, Premier Pro, HTML, CSS
- Microsoft Windows, Mac OS

LANGUAGES:: Fluent in English, Ukrainian, Russian, Polish. German written translation.