**Resume**

**Name**: Pavilanis Elena Valeryevna

**Birthdate**: 16.06.1989

**Address**: 11-th line of Vasilyevsky Island, house 16, flat 40

**Phone number**: 89213868020, 3237700

**E-mail**: Nansssy@yandex.ru

**Education**:

**Time of study**: 2008-2014

**Educational organization**: *Russian-Christian Humanitarian Academy*

**Profession**: Linguist-Translator

**Additional education**:

**Time of study**: July 2013

**Educational organization**: *Lingvo.ru*

**Course**: Intensive English course (Upper-Intermediate)

**Job experience**:

16.06.2014-Present Time

**Employer:** *Expoforum International*

**Position:** *Telemarketing Specialist*

**Duties:**

**-** Making outgoing phone calls;

- Informing customers about the new exhibitions in Expoforum exhibition centre;

- Handling incoming calls;

- Adding information to the CRM system.

28.05.2014-11.06.2014

**Employer:** *Worldwide Clinical Trials*

**Position:** Temporary Receptionist

**Duties:**

- Handling phone calls;
- Greeting visitors;
- Liaising with courier companies;
- Handling correspondence;
- Providing administrative support

01.08.2013-28.11.2013

**Employer: *Pulkovo Airport (Airgates of Northern Capital LLC)***

**Position: Passengers Traffic Service Agent**

**Duties:**

- Providing passengers service at the Pulkovo Airport;
- Boarding passengers from the gates;
- Making necessary documentation;
- Accompanying passengers to the aircraft..

15.03.2013 — 14.06.2013

**Employer**: *So-Call*

**Position**: Operator

**Duties**:

- Making outgoing phone calls;

- Conducting telephone conversations;

- Adding information to the database.

**Skills**:

 Fluent English, basic Italian, PC literacy (Word, Excel, Outlook, e-mail, search engines), knowledge of office equipment (printer, scanner, copier, fax), literate speech and writing.

**Personal qualities**:

Responsibility, diligence, perseverance, positive attitude, punctuality, tidiness, attentiveness.