

Olena Alzakhravi



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National : Ukrainian Other : Syrian

Well presented with exceptional Reservation and customer service skills, and the ability to provide an effective reception and switchboard service. Experienced in working under pressure in a quick paced fast moving environment. Able to be a integral member of a administrative and clerical team, and can follow instructions and also have a willingness to learn.

PROFESSIONAL HIGHLIGHTS

- Over 10 years' experience working in sales and Marketing
- Well versed in greeting client and providing instructions
- Proficient in MS Office Suite and word processing software
- Experience in Social Media Marketing and online Sales
- Marketing planning and campaigns scheduling
- Marketing Research and Analysing via SPSS

AREAS OF EXPERTISE

- Accounting
- Customer services
- Marketing
- Scheduling
- Social Media campaigns
- Sales (B2C , B2B)
- Administration
- Sales Analysing
- Receptionist

VISA STATUS : Employment residency with NOC

SOFTWARE

- MsOffice (Word , Excel , PowerPoint)
- Photoshop
- zoho CRM
- Eclinic
- Tablet (medical clinic)

LANGUAGE

English Arabic(Native) Russian(Native)

WORK EXPERIENCE

Social Media Marketing and Receptionist |Somerset clinic \ Dubai Health Care

- Develop, implement and manage our social media strategy
- Define most important social media KPIs
- Manage and oversee social media content
- Measure the success of every social media campaign
- Stay up to date with the latest social media best practices and technologies
- Work with designers to ensure content is informative and appealing
- Communicate with industry professionals and influencers via social media to create a strong network
- Give appointments to patients who want to see the doctor and inform the doctor of their arrival
- Understand insurance packages and make necessary documents available to insurance agents when the need arises
- Collect revenue by recording financial information; collect charges for services; and record third party claims

Sales and Marketing Manager | NKI import & export / Ukraine | May 2016 – 2020

- Manage the receipt, handling, and escalation of all sales enquiries
- Administer the preparation of quotes
- Create and implement a Marketing and PR strategy
- Co-ordinate market information on behalf of NKI
- Produce and organise the company's marketing campaign
- Handel all shipment order

- Attend Sales and Marketing meetings
- Attend Operations meeting

Sales and Marketing Executive | Jasmin Travel/ Ukraine | Dec 2013 – Mar 2016

- Assisting and advising customers who may be choosing from a variety of travel options.
- Making reservations for customers based on their various requirements and budgetary allowances.
- Checking the availability of accommodation or transportation on the customers' desired travel dates.
- Helping plan travel itineraries by suggesting local tourist attractions and places of interest.
- Processing payments and sending confirmation details to customers.
- Selling and promoting reservation services.
- Answering any questions customers might have about the reservation process.
- Up-selling, when appropriate, by informing customers of additional services or special packages, such as tour tickets, travel insurance, or upgraded seats/accommodations.

Customer Services & Travel Consultant | Alzahrawi Travel/Syria | Jun 2008 – Sep 2013

- Responded to clients' questions, issues, and complaints and found appropriate solutions when needed.
- Advised clients on visa, passport and security requirements relating to destinations and confirmed flight details for each reservation.
- Informed clients of travel policies and utilized preferred vendors to maximize company profits.
- Arranged travel accommodations for groups, couples, executives and special needs clients.
- Study and assimilate all information regarding travel destinations such as prices, weather, language, currency, customs, etc.

Accountant Internship| Al-Samman Trading LLC | Jun 2005 – May 2008

- Compiled general ledger entries on short schedule with 100% accuracy
- Assisting with research, filing, data entry, and recording and maintaining accurate and complete financial records.
- Preparing financial reports, such as balance sheets and income statements, invoices, and other documents.
- Completed daily accounting tasks including tracking funds, preparing deposits and reconciling accounts

Receptionist | Al-Samman Trading LLC/ Syria | Feb 2004 – May 2005

- Greet costumers and provide instructions as they come in.
- Perform clerical and administrative tasks.
- Collect costumers demographic data.
- Receive telephone calls and provide relevant information.
- Schedule and confirm appointments.
- Helped with meetings.

EDUCATION & CERTIFICATION

- Master of Science: Finance & Banking Management
Higher Institute of Business Administration - Damascus , Syria
- Bachelor of Science: Accounting
Damascus University - Faculty of Economic - Damascus, Syria

Certificate :

- Social Media Advertising Specialist
- Digital Marketing Specialist
- Social Media Marketing: ROI
- Online Marketing Manager

ADDITIONAL CAPABILITIES

- Excellent customer services and phone etiquette.
- Verbal and written communication.
- Strong attention to detail.
- Communication and Negotiation skills.
- Leadership and decision-making Skills.
- Social Media campaigns (Facebook , Instagram , Google Ads)
- Good organisation and prioritisation skills.