**Kateryna Lazarenko**

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**Personal Profile**

A highly motivated, hard working individual with excellent customer service experience, self-motivated and strong team player. With a kind and compassionate approach, and having personal experience as a care giver, now looking for a role in the care sector with immediate availability.

**Skills**

* Sensitive and understanding
* A strong desire to help people
* Good team player, able to work well with others
* Patient and able to remain calm in stressful situations
* Able to accept criticism and work well under pressure
* Organised and efficient
* Thorough, paying attention to detail
* Strong customer service skills
* Good IT skills

**Employment History / Relevant Experience**

**Parent 2006 – Present**I have been a parent for 15 years to two children. My eldest daughter was born with cerebral palsy and I have experience in supporting and caring for her, successfully rehabilitating her so that she is now completely independent and studying at secondary school.I have supported both my children with their learning, confidence and social skills, demonstrating that I am:

* Well-organised, able to plan and prioritise tasks to meet deadlines
* Able to deal with requests with sensitivity and understanding
* Happy using initiative to complete jobs and solve problems
* Helpful with a supportive attitude and able to work in teams
* Able to run a clean, well-organised and efficient, home
* Patient and able to remain calm in stressful situations
* Conscientious, thorough, paying attention to detail

**DEKSGROUP Sales Manager 2019-2022**Worked closely with clients, advising them on their choice of goods, demonstrating future products, handling orders and managing accounts right through to final delivery, ensuring a high-quality customer experience.

**Confectionary Shop Owner 2010-2012**

Responsible for running a successful confectionary business including: product selection, stock control, coordinating deliveries, product displays, hiring and managing staff and completing business administration.

**Fastiv Windows Sales Manager 2004 -2006**Supporting new customers through every phase of their purchase from product selection to final payment, delivery and installation. Resolving issues and requests, working as part of a team with the manufacturing department to ensure deadlines and targets were achieved.

**Education and Training**

National University of Food Technology, Kyiv Ukraine

Faculty of Economics diploma

Full Valid Driving License

**References are available on request**