

M A R I I A M O R O Z O V A

• Support Specialist •

ABOUT ME

I am a support specialist because I have the desire to improve the customer support area by doing quality work, helping people solve their problems, and benefiting the company by increasing the level and quality of customer support.

EDUCATION

2020 - 2023 • Financial-legal college, Kiev
Finance, banking, insurance

EXPERIENCE

2020 **Freelance Copywriter**

- Rewriting
- Writing Articles
- Filling sites with texts

2022 **English Teacher**

- Working with CRM system
- Helping students with English as well as with technical issues related to having lessons online (connecting to our meetings, using new platforms and apps)
- Availability 24/7 for any students' questions
- Constant communication (written and spoken)

2022 **Technical Support Expert**

- Assistance for any tech-related issues via chat: devices, services, home appliances, internet connection issues, email issues, and many others.
- Work in Zendesk

SKILLS AND TRAITS

- Advanced English;
- Native Russian and Ukrainian;
- Zendesk experience;
- Confident computer, web app, and mobile app user;
- Experience in MS Office, Google Docs and Sheets, Outlook;
- Basic knowledge of SQL;
- Skill of using Google and find necessary information
- Responsibility and punctuality
- Logical and creative thinking
- Interest in technologies
- Good teammate
- Multi-tasking
- Strong communication skills

Contact me:

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