Diana Kapitanchuk

I am a Ukrainian living and working in the UK (Bristol) with a full work visa. I have experience working as a business administrator, well work within a team, understand office IT programs and competent in working with documents and files.

**Profile**

I can multitask easily and memorise new information quickly. I’ve worked as a copywriter and used to promoting companies on social networks.

Although I worked as an administrator until February, at the start of the war I was forced to leave Ukraine and my employment. Despite the upheaval, I graduated from University in Journalism (taring my final exams remotely) and studying for a Master's degree in "Public management and administration".

After arriving in Bristol, I’ve attended English language courses to improve from Proficient to Advanced and spent my time getting acquainted with the culture of the United Kingdom. I have also been working here on a part time basis since the summer to improve my language and customer service skills further.

 Skills & Capabilities

* Document Management
* Team work
* Microsoft Office (o365) products
* Multitasking
* Fast learner

 Qualifications

* BA (Hons) – Journalism
* MA – Public management and administration (ongoing)
* Music School Diploma

 Experience

* Copywriting
* Healthcare
* Customer Service
* Journalism/Writing

 Languages

* English (Advanced)
* Ukrainian (Native)
* Russian (Native)

Interests

* Volleyball
* Piano playing
* Reading
* Table games

**Experience**

**Current**

Bakery Assistant, Bakeaway

August 2022 to present

Since arriving in the UK I have been working in a customer facing role at a bakery and café in order to improve my practical English skills and better understand the UK working culture. My job role has included:

Communication and customer service, preparation of drinks, taking payment from customers.

**Previous**

Administrator, Copywriter– Private endocrinology clinic "Endokrin Medical"

July 2021 – February 2022

In this position, I performed multitasking roles. Maintaining a client database, worked with special medical programs, kept records of clients and coordinated the work of doctors.

It helped me develop skills in multitasking, communication, responsibility and attention to detail. I developed the habit of keeping a large amount of information in my head and quickly memorising new ones.

As a copywriter, my job was to write medical texts, design and edit them for the distribution of advertising of the clinic and its services to the general public, especially across social networks and search engine databases such as Google.

Barista – Café “Tiramisu”

June 2020 – September 2020

During the summer term I worked at Café Tiramisu where I took courses in coffee making and customer service. The work consisted of preparing drinks and working with the cash register, as well as keeping documentation and accounting.

**Education**

Student, Journalism – State Tax University

September 2018 – June 2022

I studied interdisciplinary journalism. During my studies I wrote scientific articles and participated in scientific events. I was a member of the scientific society and organised a number projects and events.

Public Management and Administration, Interregional Academy of Personnel Management

From September 2022 to Present

Studying for a Masters via a distance form of Education (evenings and weekends) in order to learn additional administration and management skills that I can take to the workplace.