

Transport and Logistics



Maryna Sawyer

Bevorzugtes Land oder Stadt: Tschechische Republik
Lohn: Aus 2000 EUR
Tätigkeitsbereich: Logistik, lager
Beschäftigungsverhältnis: Vollzeit
offer.cv.ready-to-relocate.label: Ja

CV Inhaltsbeschreibung

In addition to an MBA qualification I have rich experience in logistics and freight forwarding. Furthermore, I have rich experience in account management including direct interaction with key clients and partners. Experience in CRM as well as in SCM allow me to see the bigger picture of the business process. My expertise lay in critical analysis of business processes and tailoring those in accordance to the market situation, company's objectives and customer needs.

Arbeitserfahrung

01.05.2015 – Bis zum heutigen Tag

Asstra Forwarding

Head of Operations Department

Managing operations department. Responsible for ensuring financial and operative efficiency of the department as well as healthy and sustainable growth. Including monitoring financial results, performance, and allocation of resources. • Strategic planning and goal setting. • Preparing and offering best logistical solutions to ensure excellent quality of services and customer satisfaction. • Preparation of tender offers for sea, air and road transport based on customer needs and expectations. • Daily work with suppliers, responsible for building a network of partners around the globe. Ensuring that provide services are aligned with international legislations i.e. local regulations, CMR convention, SOLAS. • Responsible for mentoring and training of the newcomers as direct supervision of the entire operations

01.06.2018 – Bis zum heutigen Tag

Global Corporate Relocations

Independent consultant

Analysis of business processes, objectives and financial results. Strategic planning and goal setting. Budget planning. On-site visit of operation facility and inventory control. Assigned to perform annual independent audits. Optimization of business processes. Responsible in quality monitoring to ensure that provided services are aligned with the highest industry standards. Preparation of staff training.

01.11.2013 – 01.05.2016

SVIMAS s.r.o

Accommodation and Marketing Manager

• Daily work with customers on any step of their engagement with the company. • In terms of marketing the direct duties include conduction of competitive and demand research • Creation of a marketing campaign and its content. • Direct work with corporate clients and partners. • Occasional involvement in procurement management.

01.07.2016 – 01.03.2017

Voerman International

Senior Move Manager

Strategic planning organization and coordination of European and international relocations. Accounts include IKEA, NIKE, Brookfield GRS, Altair. (The work requires total independence while interfacing with other internal clients) • Primarily responsible for planning, organizing and controlling every aspect of the moving and relocation process including direct contact with accounts and key clients (CRM) and budget planning, transport arrangements by Sea air and road, house search, DSP, departure services, final invoicing and reporting. • As an additional task, managed company's preparation for FAIM PLUS audit. Mainly responsible for ensuring excellent business efficiency and customer service in every aspect of a move as well as of a company performance including training for new starters, customs, logistics, and budgeting. • Daily work with transferees as well as with forwarders, airlines, transportation agents globally (SCM) • Training based on internal and accounts specific procedures as well as FIDI standards.

01.03.2013 – 01.10.2011

Washington Language School Kaplan Certified Education Provider

Client Service Manager

• Managing and supporting clients in their educational journey, ensuring they meet their goals and requirements. • Providing excellent customer service and support to clients and their families. • Collaborating with the academic staff to ensure the highest quality of education. • Monitoring and reporting on client progress and performance. • Handling client inquiries and complaints effectively. • Maintaining accurate records of client information and activities. • Promoting the school's services and programs to attract new clients. • Ensuring compliance with relevant regulations and standards. • Working closely with the admissions and financial aid departments. • Providing guidance and support to clients throughout the application process. • Conducting regular communication with clients to keep them informed and engaged. • Supporting clients in their academic and personal development. • Ensuring a positive and supportive learning environment for all clients. • Working with the school's marketing and outreach teams to increase enrollment. • Maintaining a high level of professionalism and integrity in all interactions. • Staying up-to-date on industry trends and best practices. • Contributing to the overall success and reputation of the school. • Supporting the school's mission and vision. • Being a role model and mentor to clients. • Demonstrating a strong commitment to client service and excellence. • Working collaboratively with the school's staff and leadership. • Being a proactive and resourceful problem solver. • Maintaining a positive attitude and a strong work ethic. • Being a team player and contributing to the school's success. • Being a dedicated and passionate professional. • Being a lifelong learner and staying up-to-date on industry trends. • Being a role model and mentor to clients. • Demonstrating a strong commitment to client service and excellence. • Working collaboratively with the school's staff and leadership. • Being a proactive and resourceful problem solver. • Maintaining a positive attitude and a strong work ethic. • Being a team player and contributing to the school's success. • Being a dedicated and passionate professional. • Being a lifelong learner and staying up-to-date on industry trends.

- Monitoring costumers' satisfaction by conducting interviews, research, and surveys.
- Fully responsible for Brand reputation and management, the tasks were to keep brand reputation and awareness on the high level.
- One of my tasks was to define problems or issues the company has, which influence clients' satisfaction and finding solutions for those deficiencies.
- Permanent work with Google Analytics.