**Nataliia Mamonova**

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**JOB OBJECTIVE**

A position as a *Customer Service Representative*

**PROFILE**

* Over ten years of banking experience.
* Accountant/Auditor, Engineer in computer science.
* Customer oriented. Ability to make every customer be understood and be special.
* An aptitude for solving problems, and responding flexibly and creatively to new challenges.
* Setting a clear mission and deploying strategies to achieve the work task.
* Communication skills, using positive language.
* Fast learner.
* Experienced with computer packages (Microsoft Office, Excel, Microsoft Word, etc. )

**AREAS OF EXPERTISE**

**Customer Service**

* Supporting customers requests for banking services, including handling transactions, and supporting customers who walk into the bank.
* Investigating customer complaints, providing solutions in a timely manner to ensure customer satisfaction.
* Supporting operational activities (e.g. inventory management, following up on customer applications, filing, opening and closing activities).
* Executing routine tasks (e.g. service requests, transactions, queries, etc.) in accordance with relevant service level agreements.
* Professional use of computer technology.

**Customer Service Management**

* Monitoring Customer Service Representatives and evaluating their work and handling of customer queries and concerns.
* Management of the customer service team, their training, and their understanding of company standards with respect to customer service.
* Resolving complex customer issues and complaints.

**WORK HISTORY**

***Customer Service Manager*** 2018-2022

Central Bank of Russia, Yekaterinburg, Russia

* Supervised a team of customer service representatives and ensured they meet monthly quotas in a strict accordance with bank policies.
* Developed strategies and procedures that both satisfied clients' needs and supported the bank's goals.
* Made decisions that have resulted in the satisfactory resolution of client issues.

***Customer Service Representative*** 1997-2018

Central Bank of Russia, Yekaterinburg, Russia

* Answered customer questions, placed orders or fulfilled refunds for customers and helped customers select the right product for them.
* By communicating directly with clients, solved problems and took action when necessary.
* Forwarded some complaints to the relevant departments and ensured their timely consideration by employees..
* Used computer technology to maintain customer records and orders.

**EDUCATION**

***Diploma of higher professional education.***

***BEd Degree in Accounting and Auditing*** 2009

Urals Federal Technical University (USTU), Yekaterinburg, Russia

***Diploma of bachelor's degree. Bachelor of Engineering*** 1989

Urals Federal Technical University (USTU), Yekaterinburg, Russia

**TRAINING**

***Soft Skills Solutions, Certificate***

*Employability Skills Training Program, that is funded in a part by the Government of Canada and the Government of Ontario*2024

Ottawa, Ontario