

# Elina Babaian

## Bilingual Manager

With several years of experience in customer facing roles, I have built the ability to provide an outstanding service within any environment and ensure that i represent any business in a professional and approachable manner. Having dealt with a broad range of customers across multiple sectors, I posses solid skills in organization, problem solving, team work and communication and am able to handle complex situations, whether they are in a face-to-face or telephone setting. Additionally, a polyglot with a strong conversational level in English-Japanese



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## WORK EXPERIENCE

### PR Manager

SOFIT

02/2012 – 03/2014

Saratov, Russia

*Manage communications between an organization and the public and help shape the public's perception of a business*

#### Achievements/Tasks

- Responding to requests for information release or press conference from the media or designating a spokesperson or source of information.
- Establishing and maintaining relationships with consumer, community, employee, and public interest groups.
- Preparing and editing organizational publications, including employee newsletters or stockholders' reports, for internal and external audiences.

### Sales Manager

MTS

06/2014 – 11/2016

Saratov, Russia

*Mobile Telecommunication System*

#### Achievements/Tasks

- Proven ability to drive the sales process from plan to close
- Proven ability to communicate, present and influence credibly and effectively at all levels of the organization

### Sales Manager

Autocom Japan

07/2018 – 06/2019

Yokohama, Japan

*Japanese used car exporter specializing in exporting high quality used cars to many countries worldwide from Japan*

#### Achievements/Tasks

- Achieving growth and hitting sales targets
- Designing and implementing a strategic sales plan that expands company's customer base and ensure it's strong presence

### Receptionist

Shiroyama Hotel

07/2019 – 12/2019

Yugawara, Japan

#### Achievements/Tasks

- Achieved 95% customer satisfaction score based on feedback forms.
- Provided information regarding facility and billing options.
- Handled cashiering tasks.

### Customer Care Support

EXO Travel

01/2020 – Present

Tokyo, Japan

#### Achievements/Tasks

- Resolved service issues and increased customer satisfaction.
- Assigned the tasks of responding to customer queries and concerns regarding product and services of the organization.
- Decreased customer complaints by 20% by employing dedicated customer orientation plans.

## EDUCATION

### **PR/ Communications and Marketing**

Saratov State Technical University

09/2007 – 06/2012

Courses

- TV and printing commercial
- PR campaign

Saratov, Russia

### **Japanese Language**

Tokyo International Exchange College

04/2017 – 09/2018

Hachioji, Japan

## LANGUAGES

Russian

Native or Bilingual Proficiency

English

Full Professional Proficiency

Japanese

Professional Working Proficiency

## SKILLS

MS Office Suite proficiency

Ability to Work Under Pressure

Sociability

Conflict Resolution

Excellent social and interpersonal skills

Attention to details

## INTERESTS

Travelling

Reading

Sport

Music