Andriy Alexandrov   Business Analyst/Product Manager/Salesforce Admin

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Finance and Philology graduate who is able to provide Salesforce analytical support to company managers with experience in Banking, Hospitality, Aviation, and Business Administration. Understand both Waterfall and the Agile Environment. **Legal to work in US**

Courses

- Salesforce administrator course (ADM201)
- Google analytics Certificate
- Google AdWords Certificate
- Google Tag Manager Certificate
- Coursera programming courses
- Market leader courses, Dnipropetrovsk National University

Computer skills

- Strong Microsoft Office skills
- HTML, JavaScript, CSS, PHP, WordPress, Git
- C, Java, Python, Ruby, MySQL, C++
- SQL, PL/SQL, C, Perl, Shell,
- Photoshop, Illustrator

Trainings

- Course of investment, Forexclub academy
- Course of public speaking, Live word school
- Advanced English course, Eton institute, Dubai
- Engaging service, Service recovery, Warm service, Responsive service, Change your attitude -Atlantis the Palm, Dubai
- Service excellence, Boeing and Airbus aviation safety and security training courses - Qatar airways, Doha

EXPERIENCE & NOTABLE CONTRIBUTIONS

Student   **Salesforce Certification Training**   **April 2018- August 2018**

Currently enrolled in 15 week Salesforce Administration training program at JobTrain with great opportunity to work on multiple hands on Salesforce projects for non-profit organizations and local companies.
Proficient in:

- Reports and Dashboards: Custom Reports and Dashboards
- Managing Data: Data Import/Export/Update, Mass Transfer Records, External Packages like Dataloader.io and Jitterbit
- Object Customizations: Custom Apps/ Fields/ Picklists/ Page Layouts/ Record Types
- Managing Users: Roles and Profiles/ Login Issues
- Automation: Validation Rules /Workflow Rules/ Assignment Rules / Process Builder
- Communities

Flight attendant   **Qatar Airways, Doha, Qatar**   **January 2012 – May 2017**

Ensured high level of safety standards and quality assurance onboard the aircraft always present for the safety of passengers and employees. Best Airline in the world by SkyTrax in 2012, 2015 and 2017.
20 Appreciation letters management of the company.
Key responsibilities:

- Implemented and maintained company systems with other business systems. Gathered data for better reporting and visualization. Simplified, enhanced and modernized existing features. Improved the overall quality and completeness of documentation, inventory testing of new products.
- Coached new staff in a friendly manner to ensure productivity and enthusiasm.Presented myself in a positive, approachable and professional manner regardless of the situation.
- Worked together with international team to ensure quality results are achieved by serving VIP customers on a regular basis.
- Managed security and emergency situations which may arise. Administered first aid to passengers.

Concierge   **Atlantis the Palm, Dubai, UAE**   **Dec 2010 – Jan 2012**

Provided personal assistance for guests of 1539 rooms Kersner's International property. Resort was awarded with UAE Leading resort in Middle East in 2010.

5 Appreciation letters from management of hotel.

Key responsibilities:

- Providing efficient, timely and safe customer service to all hotel guests. Handling correspondence.
- Knowledge with all hotel facilities, hours of operation and current promotions.
- Knowledgeable of all hotel regulations and abide by them at all times.
- Treating customers with respect. Immediate awareness of all safety and emergency procedures.
- Reporting any issues to the management and follow up.
- Ensured that hotel entrance is clean and tidy. Able to provide directions to various destinations within the city. Be familiar with local area services, offices, attractions, restaurants, etc.
- Make sure to arrange traffic flow at the entrance of the hotel.

Call center supervisor   **PrivatBank, Ukraine**   **Apr 2006 - Jan 2006**

Organized the working process in the call center of biggest Ukrainian bank while it was awarded best bank in Ukraine for 3 consecutive years, with the biggest number of branches and ATMs and best online services.

Managed about 200 people in one working shift.

Key responsibilities:

- Provided banking service for customers all around the world on the phone calls, SMS, emails, web and Skype, Facebook, VK
- Tested and promoting products of bank's IT laboratory (SiteHeart, Deepmemo, Liqpay, PR24, Bonus+, PeopleNET).
- Resolving client's complaints and ensuring service recovery.
- Ensured all team updates about newest memos and regulations during briefings and by email.
- Monitored all banking online products, investigated and troubleshooted all issues.
- Preparing reports every hour in any occasions using variety of programs and company CRM.
- Deal with company's documents, post mails, newspapers and magazines.
- Communicated with top-management and owners of the bank on daily basis.
- Organized team meetings and trainings, company events, travels.
- Took care about positive atmosphere in the team and process improvement

EDUCATION

Dnipropetrovsk National University	Bachelors of science, Finance	Sept 2006 – June 2010
Dnipropetrovsk National University	Bachelors of science, Philology	Sept 2004 – June 2009