

# Dmitry Zhuzhzhhalov



## SUMMARY & OBJECTIVE

Excellent in **Operations, Office Administration & Customer Care**, possessing a track record of good reviews and positive feedback, result driven and able to use initiative to develop effective solutions. Possessing a friendly & engaging personality, having dynamic approach to work and getting things done effectively.

Looking for a position in **ADMINISTRATION & CUSTOMER SERVICE** with a leading company in the industry, promoting a culture of recognizing people who deliver, and looking to recruit talented and ambitious individuals.

## PERSONAL

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**E:**  
d.zhuzhzhhalov@unistar.ru  
**DOB:** 04-April-2001  
**POB:** Russian Federation  
**Russian D/L**

## AREAS OF EXPERTISE

- Office administration
- Customer service
- Researches
- Initial data processing
- Regional elections
- Interpretation (negotiations)
- Translations
- Newsletters
- Match-making

## KEY SKILLS

- Team player
- Analytical thinking
- Problem solving
- Communication skills
- Attention to details
- Discretion & confidentiality
- Pro-active
- Ability to multitask
- Fast-learner

## LANGUAGES

- English IELTS ACADEMIC
- Russian Native
- Turkish B2-C1
- French A2-B1
- Hebrew A2
- Uzbek A2

## PROFESSIONAL EXPERIENCE

**FREELANCE CONSULTANT at Unistar Digital** Nov 2022  
*Linguistic support promotion of AI-powered technologies & chat-bots in Turkey*

### KEY ACHIEVEMENTS & KEY RESPONSIBILITIES:

- Successfully interpreted at negotiations with Turkish counterparty
- translated and assisted in preparing of the product presentations
- created content for newsletters
- contributed to the success of the project on the initial stage
- Received positive reviews from the company team

**Russian Trade Mission in Turkey** - Ankara, Turkey  
*Governmental agency representing Russia abroad and facilitating Russian businesses in Turkish Republic*

**INTERPRETER (training on the job)** July—Aug 2022  
*Assisting the Russian trade mission in Turkey as a language specialist and Russian entrepreneurs to establish their business and find investors*

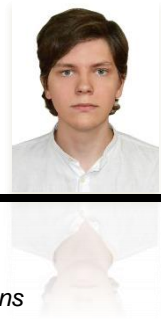
### KEY ACHIEVEMENTS :

- Received positive feedback from the Head of the Mission & other departments, commendation letter from the Head of the Mission
- Always performing beyond expectations & delivering excellent results
- Received positive reviews from a number of happy businessmen
- The Head of the Mission delegated more tasks & expanded role profile from being Interpreter to extra tasks in analytics, preparing newsletters, matchmaking, etc

### DUTIES & RESPONSIBILITIES :

- Prepared informative newsletters about updates in economic and trade developments between Russia and Turkey
- Performed match-making for Russian entrepreneurs in seeking new contacts for investment into their projects in Russia Assisted TM team and entrepreneurs as interpreter during the business meetings
- Processed statistical data at the initial stage
- Facilitated communications between Russian entrepreneurs with their Turkish counterparts for investments opportunities
- Facilitated integration of Russian entrepreneurs into the business environment in Turkey
- Disseminated basic essentials on the residency of foreigners in Turkey for Russian businessmen
- Promoted Russian businesses & products in the Turkish business environment
- Facilitated & coordinated appointments of Russian business missions

# Dmitry Zhuzhzhhalov



## EDUCATION TRAINING & COURSES

**Moscow State Institute of International Relations—MGIMO** Russia, 2023

Qualified as **Bachelor with knowledge of foreign languages—41.03.01 Foreign Area Studies**

**Linguist with Hebrew 2023**

**IELTS ACADEMIC Certificate 2023**

**Cambridge English ESOL International Certificate**

## HOBBIES & INTERESTS

Reading—world literature, Russian poetry

Near East Region politics & economy studies

Music—playing guitar

World history of politics

Sports: aikido, fencing, boxing, diving ( advanced level), mountaineering (altitude near 6.000 m.)

Foreign languages

**District Election Commission**— Moscow, Russia  
*Constitutional authority responsible for administering elections*

**SECRETARY of DEC # 2704** 2019 -2023  
*Supporting the Head of the Commission in daily operations, administration of the office and processes*

### KEY ACHIEVEMENTS :

- Promoted from Commission Coordinator to the position of Secretary for excellent performance and undertaking extra tasks
- Received a number of positive feedback from the seniors & the Head of the Commission
- Successfully completed rounds of elections in the timely manner and with zero irregularities & violations at the DEC
- Appraised by the Head of the Commission for accurate records & paper flow

### DUTIES & RESPONSIBILITES :

- Started as a Commission Coordinator—keeping records, organizing facilities & disseminating info in the community
- Ensured strict implementation of the procedure as per the State laws
- Arranged records and paperwork required for operations activities
- Assisted the Head of the Commissions running errands & tasks as requested in a timely manner
- Supervised arrangements for at home services for elderly and disabled citizens

**RoofHostel** - Moscow, Russia

*One of the best hostels located in the centre of Moscow, since 2014*

**ADMINISTRATOR at the RECEPTION** Jul—Aug 2018  
*Managed busy Front Office Desk during FIFA Cup in 2018*

### KEY ACHIEVEMENTS :

- Successfully managed a busy desk of one of the popular hostels during FIFA Cup 2018 in Moscos
- Promoted to Administrator at the Reception after one week working as an assistant-Interpreter
- Received salary raise after the 1st month of excellent performance
- Highly appraised for excellent performance & customer service

### DUTIES & RESPONSIBILITES :

- Coordinated & liaised with the city administration department for sports & tourism
- Facilitated guests accommodating in the hostel
- Performed proper guest check-ins and check-outs
- Worked closely with other departments—housekeeping, operations
- Ensured comfortable stay of the guests
- Ensured implementation of due rules & procedure in the facility
- Assisted foreign guests with touristic info, cultural integration, etc

### CREDENTIALS :

- Certificate of Participation—Impact of Youth Diplomacy in International Relations, as part of the training program in Paris, 2016
- 1st Prize in National School Contest in French
- Award in National School Contest in Law Study
- Award in National School Contest in Social Studies
- Award in School Contest in poetry reciting
- Intern Certificate by La Direction de L'Ecole des Roches 2014—2015