



Travnikova Alina

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Brief information

7 years of experience working with people in the field of trade and supply. I can independently adjust my work process. I have experience in accepting orders by phone. Half a year of work experience abroad as a "transferman". I have 3 years of experience in the humanitarian field.

Professional skills

Ability to communicate with people

Competent and clear speech, good diction

PC knowledge (Microsoft Windows, Office, Internet)

Ability to conduct group sessions and trainings

Basic knowledge of facilitation

Languages: Russian, Ukrainian - fluent; English - B1

Telephone skills

Ability to work with a large amount of information

Work experience

ICF "Caritas Ukraine"

Quality manager for the implementation of standards in the direction of AAR (2022 - present)

Conducting trainings and awareness-raising activities for employees on the accountability system, their roles and responsibilities.

Developing SOPs and methodologies based on best practices in the organization.

Participation in the preparation of recommendations for improving program and operational approaches in providing assistance to those in need based on feedback received from beneficiaries.

CF "Caritas Zaporizhzhia"

Call center operator (2022)

Providing information services about projects and types of assistance to the affected population, the necessary package of documents for registration, information about external service providers.

Collection and grouping of updated information from coordinators of various projects.

LLC "Smart Media Systems Ukraine"

Data entry operator (OM) (09/2018 - 10/2018)

Prompt and high-quality service of outgoing calls.

Selling goods by phone.

Preparing daily reports.

Consulting customers on all existing goods.

Individual entrepreneur Gubar N.G.

Logistics manager (06/2016 - 08/2018)

Formation of acts, invoices and control of settlements with counterparties.

Organizing the work of supply managers.

Conducting telephone negotiations and concluding contracts with counterparties.

Monitoring prices for the necessary goods, generating reports.

Maintaining a database of counterparties and contracts with them.

Preparing reports on purchases for the day/period.

Maintaining the accounting system in Store House.

Individual entrepreneur Gubar N.G.

Bartender (01/2012 - 06/2016)

Knowledge of the principles of settlement and cash service.

Knowledge of the entire assortment of the establishment (confectionery, dishes, cocktails)

Ability to serve the client quickly and qualitatively.

Fluency in languages.

Preparation and composition of various cocktails.

Acceptance of orders and consultation of clients by phone.

Knowledge of the R-keeper program.

Working with the cash register.

Conducting inventory.

Replenishment of the assortment at the bar.

PE "SVIT ART"

Bartender (07/2011 - 01/2012)

Knowledge of the entire assortment of the establishment (confectionery, dishes, cocktails)

Ability to serve the client quickly and qualitatively.

Fluency in languages.

Preparation and composition of various cocktails.

Knowledge of the R-keeper program.

Conducting inventory.

Replenishment of the assortment at the bar.

Education

Zaporizhzhya National Technical University

International Tourism, specialty - Tourism, degree - Master (2010 - 2011)

Zaporizhzhya National Technical University

International Tourism, specialty - Tourism, degree - Bachelor (2006 - 2010)

Certificates

Training course "Facilitation skills. Modern approaches to working with a group" (16.09 - 13.11.2024)

Training for trainers on minimum standards "Sphere" (8-13.07.2024)

Online course "Psychological First Aid" (16.05.2024)

Workshop on minimum standards of humanitarian response "Sphere" (29.11 - 01.12.2023)

Training "BASIC PSYCHOSOCIAL SKILLS IN TIMES OF CRISIS" (25 - 26.10.2022)

Training center for modern art of bartenders "Akuly Bara", training course on program "Bartender" (2010)

About myself

Communicative, open personality, responsible, purposeful. I can work in a team, able to learn quickly, self-organized. Multitasking, stress and emotionally stable. I can interact with a large group of people.