
ELENA DOBRYAKOVA

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PROFESSIONAL SUMMARY

Highly organized and detail-oriented professional with more than 5 years of experience in office management, banking and finance; Proficient at executing financial administration, reporting and general office related tasks. Strong abilities in managing teams of professionals in high-volume settings; Enthusiastic team player with a strong work ethic and advanced complex problem solving skills, seeks a position for immediate hire.

CREDENTIALS

Licensed Notary Public

SKILLS

- Team leadership
- Strong analytical skills
- Customer-oriented
- Proactive mindset
- Financial administration
- Accurate money handling
- Decision-making ability
- Hiring and recruitment knowledge

WORK HISTORY

Front Desk Manager, 10/2015 to Current

Concept Day Spa – 2801 Avenue U, Brooklyn, NY 11229

- Greeted all guests in a warm and friendly manner to create a positive first impression of the spa.
- Screened applicant resumes and coordinated both phone and in-person interviews.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Interviewed job candidates and made staffing decisions.
- Created daily and weekly cash reports for accounting management.

Specialist of the Settlement Center, 05/2014 to 09/2015

Public Joint Stock Company NBD-Bank – 6 Gorky Sqr., Nizhny Novgorod, Russia 603950

- Retrieved, created, sent, and released messages using the SWIFT system.
- Issued, amended, examined documents and paid import letters of credit.
- Advised, amended, examined documents and paid export letters of credits, confirmed letters of credits.
- Monitored and updated client insurance policies. When needed paid fees, filed claims, collected premium reports and collected premium fees for the insurance policy.
- Issued, authorized and routed SWIFT messages for external payments.

Accountant, 07/2011 to 05/2014

Public Joint Stock Company NBD-Bank – 6 Gorky Sqr., Nizhny Novgorod, Russia 603950

- Assisted businesses and individuals to deposit, withdraw and transfer their money.
- Resolved discrepancies in accounting processes.
- Sold financial products and services to customers.
- Processed and performed daily bank transactions.
- Accepted customer deposits and loan payments.

EDUCATION

Master of Science: Finance and Credit, 2011

The Volga State Academy of Water Transport - Russia

PROFESSIONAL DEVELOPMENT

- Participated in master-class “Documentary letters of credit in the practice of international payments and trade finance. Bank Payment Obligation (BPO)”, year 2014;
- Took part in JSC NBD-Bank seminar "Development of internal and external communications for effective team building", year 2013;
- Took part in JSC NBD-Bank training “Psychological features of communication with clients”, year 2011;
- Took the course of lectures "Leasing: theory and practice" by leasing company EUROPLAN, year 2011;
- Participated in educational business project "TELE2-Management Challenge", year 2010.