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| **Pak Yuliya S**  Female, 26 years, born on 30 September 1988  +7 (701) 779-98-99 — preferred method of communication  [jp-666@mail.ru](mailto:jp-666@mail.ru)  Reside in: Almaty  Citizenship: Kazakhstan, work permit at: Kazakhstan  Ready to relocate, ready for business trips | | | | |
| Desired position and salary | | | | |
| **Chief Specialist/Methodologist**  Banks, Investments, Finance  • Back Office  • Risks: Credit  • Methodology, Banking Technology  Employment: full time  Work schedule: full time  travel time to work: less than hour | | | | **2 000** USD |
| Work experience —5 years | | | | |
| April 2014 — till now 1 year 4 months | |  | **Eurasian Bank JSC**  Kazakhstan, eubank.kz/ru/index.php  Chief Specialist of internal training sector/ Risk-Management Department  - Monitoring compliance with the Bank's Internal regulatory documents; - Monitoring of compliance with legislation of RK in direct contact with the debtor of the bank; - Legal aspects of staff training in the field of recovery of arrears in the early stages; - Development and additional training in order to improve the quality and efficiency of the Department; - Maintenance and control of working hours accounting (report card); - Preparation and monitoring of work schedules;  - Development and maintenance of motivation for employees of the Department; - Receiving / processing / providing answers on appeals / complaints from customers of the Bank / third parties; - The development of the Internal regulatory documents; - Control over timely provision of performed / planned tasks for KPI / for the reporting period; - Work to identify the causes of incoming requests / complaints from customers of the Bank / third parties | | |
| March 2013 — April 2014 1 year 2 months | |  | **Eurasian Bank JSC**  Kazakhstan, eubank.kz/ru/index.php  Chief specialist of the Strategic Planning and Development / Risk-Management Department - monitoring and organization of correct information  - management reporting on a daily basis  - providing statistics on contracts in arrears, and others. | | |
| February 2012 — March 2013 1 year 2 months | |  | **Eurasian Bank JSC**  Kazakhstan, eubank.kz/ru/index.php  Analyst-Administrator Soft Collection Department  - introduction of reporting  - providing accountability to the board - management analyst  - monitoring the work of operators  - budget planning  - development processes  - motivated management programs for employees | | |
| April 2011 — February 2012 11 months | |  | **Eurasian Bank JSC**  Almaty  Analyst of Debt Collection Department  - introduction of reporting  - providing accountability to the board - management analyst  - monitoring the work of operators  - budget planning  - development processes  - motivated management programs for employees | | |
| February 2011 — April 2011 3 months | |  | **Prosto Credit LLP MCO**  Almaty  Specialist of Hard Collection Department  - control and monitoring of regional operators  - the introduction of reporting  - consultation process for debtors  - calculate amount of the refund for clients  - calculate the effectiveness of employees | | |
| March 2010 — April 2010 2 months | |  | **Temir Service LLP – internship**  Almaty  Assistant accountant - preparing financial reports  - accounting entries  - accounting estimates | | |
| March 2009 — June 2009 4 months | |  | **JSC “Almaty International Airport” – internship**  Astana  Financial Analyst in the Planned Economic Division  - 1C experience  - analysis of financial statements | | |
| Education | | | | |
| Higher | | | | |
| 2010 | **Kazakh-British Technical University**  Finance and Economics, Finance | | | |
| Professional development, courses | | | | |
| 2014 | **Psychology and technology of working with debtors**  Collector’s School | | | |
| 2013 | **Remote operation to repay debts**  ООО "АСПИРО" Киев | | | |
| 2012 | **Debt collection from individuals**  "Содействие Плюс" LP Almaty | | | |
| Tests, examinations | | | | |
| 2012 | **TOEFL**  IBT, 68 | | | |
| 2011 | **Financial Analysis program Excel 2007**  УЦ "АЛСИ", grade - excellent | | | |
| 2009 | **Canterbury University**  Canterbury University, A+ | | | |
| Key skills | | | | |
| Languages | Russian — native  English — I can attend an interview  Kazakh — basic knowledge  German — basic knowledge | | | |
| Skills | CrediLogic IBM Lotus Notes KPI MS Excel MS PowerPoint Analytical skills Debt collection Internal control High-speed printing Business communication Quality control Debtors Motivation program Motivation Communication skills Writing procedures Result orientation Training presentations Trainings VBA Dealing with customer complaints Personnel management Recruitment Hiring candidates Coordination Identification of training needs Training Presentation Internal regulatory documents MS Outlook | | | |
| Additional information | | | | |
| About me | experienced PC user, a power user ABS CrediLogic, experienced user IBM Lotus Notes; knowledge of 1C; advanced user MS Office 2003/2007/2010; MS Project; experience with VBA MS Office; experience in clerical work; personnel work (search, selection, training); knowledge of the law on banks and banking activities of the Republic of Kazakhstan; knowledge of the legal aspects applicable to the Bank's clients in the field of recovery of arrears; experience in developing a methodology GNI Bank; experience in the field of internal training; development of algorithms for working with clients / debtors of the bank; experience in the field of quality control services; experience in the development of incentive programs; knowledge of the law №29; participate in the development Collection module / CrediLogic.  Punctual; responsible; easy-to-learn and proactive, an effective team player and is always ready for innovations and changes; accurate; executive; experience, both in a big team and self. | | | |