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| **Pak Yuliya S**Female, 26 years, born on 30 September 1988+7 (701) 779-98-99 — preferred method of communicationjp-666@mail.ruReside in: AlmatyCitizenship: Kazakhstan, work permit at: KazakhstanReady to relocate, ready for business trips |
| Desired position and salary |
| **Chief Specialist/Methodologist**Banks, Investments, Finance• Back Office• Risks: Credit• Methodology, Banking TechnologyEmployment: full timeWork schedule: full timetravel time to work: less than hour | **2 000**USD |
| Work experience —5 years |
| April 2014 — till now1 year 4 months |  | **Eurasian Bank JSC**Kazakhstan, eubank.kz/ru/index.phpChief 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 20141 year 2 months |  | **Eurasian Bank JSC**Kazakhstan, eubank.kz/ru/index.phpChief 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 20131 year 2 months |  | **Eurasian Bank JSC**Kazakhstan, eubank.kz/ru/index.phpAnalyst-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 201211 months |  | **Eurasian Bank JSC**AlmatyAnalyst 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 20113 months |  | **Prosto Credit LLP MCO**AlmatySpecialist 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 20102 months |  | **Temir Service LLP – internship**AlmatyAssistant accountant- preparing financial reports- accounting entries - accounting estimates |
| March 2009 — June 20094 months |  | **JSC “Almaty International Airport” – internship**AstanaFinancial 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 — nativeEnglish — I can attend an interviewKazakh — basic knowledgeGerman — 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. |