

MARINA MIZHERYTSKY

mar1namizh9999@gmail.com | 604-352-4646 | <https://www.linkedin.com/in/marina-mizheritsky-2494a8181/>

Organized and detail-oriented professional with 6 years of experience in customer service, office administration, and account management. I excel at increasing customer satisfaction, resolving issues, and improving operational efficiency. **Legally authorized to work in Canada**, holding an open work permit valid for three years.

SKILLS & COMPETENCIES

Organizational Skills, Time Management, Budgeting, Vendor Negotiation, Process Improvement, Event Planning, Inventory Management, Relationship Building, Scheduling and Coordination, Presentations, Reporting, Problem-Solving, Attention to Detail, Communication Skills, Multi-Tasking, Prioritization, Conflict Resolution, Customer Service, Data Entry, Filing Systems, Financial Management, Document Management, Marketing and Promotion Strategies, Account Management, Billing and Coding Accuracy, Cost Reduction, Cross-Functional Collaboration.

Technical Skills: ERP systems: SAP, COMAX; Microsoft Office: Excel, Word, Outlook, PowerPoint; Google Calendar.

Languages: English, Russian, Ukrainian, and Hebrew.

PROFESSIONAL EXPERIENCE

PROFESSIONAL LEAVE

2019 – 2024

SENIOR OFFICE ADMINISTRATOR | | **DERMALOSOPHY**

April 2017 – March 2019

A luxury professional cosmetics company that develops formulas leveraging the latest advancements in science, chemistry, and skin research.

- * Delivered **85% customer satisfaction** by resolving complaints, processing returns, and responding to inquiries within one hour via phone and email.
- * Built strong relationships with customers, vendors, and guests, while providing excellent service and addressing inquiries through the ERP system (COMAX).
- * Managed the calendars of a 10-person team with 100% accuracy using Google Calendar, Zoom, and Teams.
- * Ordered and distributed office supplies, reducing unnecessary expenses by 60% through efficient tracking with Excel.
- * Streamlined day-to-day administrative tasks, including filing and data entry, **cutting errors by 50%** and **resolution times by 40%**.
- * Controlled the office budget and reconciled invoices, saving \$7,000 annually through vendor negotiations and cost-saving initiatives.

ACCOUNT MANAGER

July 2015 – March 2017

- * **Boosted sales by 10%** by marketing and selling products, explaining benefits, and pricing for businesses and customers.
- * Built and maintained relationships with key clients, improving communication and increasing business opportunities by 20%.
- * Organized and coordinated customer training groups, **increasing attendance by 25%** and **cutting no-show rates by 10%**.

CUSTOMER ACCOUNT MANAGEMENT

October 2013 - June 2015

- * Managed invoicing processes including creation of invoices, credit notes, receipts, consignment, and delivery certificates, ensuring accuracy in accounts payable, inventory, and financial records.
- * Reduced outstanding balances by 20% and improved payment timeliness across a portfolio of 50 key accounts, resolving disputes and maintaining a **95% customer satisfaction rate**.
- * Oversaw check management, deposits, and billing procedures, **cutting billing errors by 30%** and **reducing conflicts by 80%**.

EDUCATION

Bachelor of Arts with honors in Economics and Logistics | | *Bar-Ilan University*

October 2019