

Elena Podgornaya - Brown
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Education

B.S. Teacher of Information Technology and Economics
Omsk State Pedagogical University; 2001

Georgia State University, Milledgeville, GA, online course "Inclusion"; 2015

High School Diploma/Certificate of Secondary Education
USSR Public School 4, Omsk, 1996

Career Goals

To become a valuable part of a team.

To maintain computer technology and linguistic skills

To learn new skills especially in the area of IT. communication

Knowledge/Skills/Abilities

Fluency in English and Russian Languages (spoken & written, Russian - native, English - 15 years active experience 2003-2018)

Proficiency in (Microsoft office:Outlook, Teams, Excel, etc.)

Experience in (setting up computer networks, troubleshooting equipment)

Leadership with small groups

Project Management

Organization of special events

Accounting/Bookkeeping

Customer Service/Warehouse organization support

Supervised 10+ employees

Employment

self employed teacher - location - Omsk, Russia;

2024-2025 private lessons.

Purchasing manager/store operator - Purovsk food and beverage company - location Purovsk, Russia;

2024-2025 handled bulk orders for remote gas refineries.

Cashier - retail store "Yarche!" location - Omsk, Russia;

2023-2024 Handled sales transactions;

Administrator of resolution team - IKEA call center, location - Omsk, Russia;

2021-2023: duties - after sales customer support, conflicts resolution.

Remote office administrator - Infiniwiz, location - Omsk, Russia;

2018-2021: business contacts support, lead research on LinkedIn.

Computer Technician Madison County School System, Colbert, Georgia USA;

2015 – 2018: Responsibilities for school inventory of technology equipment (computers, servers, accessories such as cords, A/V supplies, projectors, screens, routers, modems, etc.); Assisted & instructed teachers with questions of equipment usage, set computers up each school year, relocated per request; Performed tests on equipment, Troubleshooted as needed. Supervised testing sites.

Customer Service Team Member - Plantation Olive Oil LLC, Greensboro, Georgia, USA;

2014 – 2015: Provided public presentations on history, use, & production methods of olive oil/balsamic vinegar; Served as business representative during community outreach functions including Rotary Club, charity fundraisers, and local festivals; Responded to customer inquiries, handled cash/credit transactions.

Customer Service & Billing Team Member - A2B Fulfillment, Greensboro, Georgia, USA;

2013 – 2015: Provided communication/customer support between multiple companies; Correspondence via email, phone, fax, social media; Supported 100 customers daily with billing, payments, financing, returns questions & products related inquiries.

Cashier - The Home Depot, Greensboro, Georgia USA;

2013 – 2013 Handled sales transactions for gas station & car wash.

Server - The Potted Geranium Tea Room, Greensboro, Georgia USA;

2013 – 2013: Customer service staff, took orders, supplied menu information.

Special Event Staff - The Higdon House Bed and Breakfast, Greensboro, Georgia USA;

2010 – 2012: Wedding planning staff; Performed presentations/sales pitches for Bridal Shows in Athens & Atlanta, Georgia.

Office Manager - Clear Image Auto Glass, Inc., Eatonton, Georgia USA;

2005 – 2010: Managed inventory, advertising, placed orders, maintained financial records.

Office assistant - Omsk Mobile Carrier Sotel, location - Omsk, Russia;

2001-2003 Assisted general manager, secretarial tasks.

Intern office assistant - Distillery OSHA, location - Omsk, Russia;

2001-2002

Volunteer Work

2017 Elberton Theater, Elberton, GA - actor, performer, creative writer

2016 National Association of Mental Illness (NAMI) member & volunteer in Georgia USA

2015 Boys & Girls Club, Georgia USA; taught arts & crafts to young students after school

2013-2015 Second Harvest Food Redistribution, Georgia USA; provided groceries/essentials to needy families.

1996-1997 Omsk drama theater for acting beginners.

References

Sarah Latz - HR Director,
A2B Fulfillment Inc. Greensboro, GA
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Julie Minke - Staff
NAMI Greensboro, GA
Nami.LakeOconee@gmail.com
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Michael Hoopaugh – senior computer technician
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