

Irina Mamoshina



Personal details



Irina Mamoshina



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Viber,WhatsApp,Telegram



Republic of Moldova
MD-2072 Chisinau



March 1, 1996



Moldova



Category B



Female



Moldavian,Romanian

Skills

- Leadership ●●●●●
- Adaptability ●●●●●
- Problem solving ●●●●●
- Teamwork ●●●●●
- Attention to detail and accuracy ●●●●●
- Communication ●●●●●

Computer Skills - advanced PC user - Microsoft Office/ShopVox, Trello systems

Education

Baccalaureate Diploma Serial №
AB000217997

Sep 2002 - Jul 2014

state school №60 "Mihai Greco", Moldova,Chisinau

FCE (First Certificate in English) Diploma

Sep 2004 - Mar 2014

English school "Crotalus", Moldova,Chisinau

obtained FCE (First Certificate in English) Diploma (course for preparing for exam) - passed exam in 2014. Certificate of English Level C1.

Hair-stylist

Sep 2014 - Dec 2014

"Art-Classic" hairstylist courses, Moldova,Chisinau

Certificate Licence № AMMII 031715 Diploma № 474 passed exam in 2015

ÖSD Diploma

Sep 2015 - May 2017

Centre of German Language(subsidiary of language center ÖSD in Moldova), Austria, Vienna

ÖSD card(Österreich,Schweiz,Deutschland) Level B2 - passed exam in 2016 in international centre for passing exams

Diploma in business management

Sep 2020 - Jun 2022

Institute of business management, Germany, Berlin

Finished successfully MBA - program remotely and obtained diploma in business management.

Employment

Receptionist

Jan 2016 - Aug 2016

Hotel "Chişinău", Moldova, Chisinau

Receptionist

Sep 2016 - Nov 2016

Hotel "BellaDonna", Moldova, Chisinau

Teacher of foreign languages for children

Mar 2017 - Oct 2017

Educational centre for small children "Mary Poppins", Moldova, Chisinau (English,German,Romanian,Russian)

Individual teacher of foreign languages for children and for adults

Feb 2015 - Present

Freelance, Moldova, Chisinau

Customer service in Ebay shop

Aug 2020 - Dec 2020

AP GREAT RETAIL LTD, United Kingdom, Sittingbourne

Provided knowledgeable answers to customer phone and e inquiries regarding products and brand, assisted clients on order on-line, dealt with orders in the back office and liaise with logistics. Followed up on orders and liaise with customers, retail, repair services, buyers.

Customer support department manager

Jan 2021 - Jul 2021

AP GREAT RETAIL LTD, United Kingdom, Sittingbourne

Maintained customer satisfaction by providing problems-solving resources, answered customers' questions, managed staff, accomplished customer service human resource objectives by

I consent to the processing of my personal data for the purpose of recruitment for the position to which I am applying.

Languages

English	
Russian – native	
German	
Romanian – native	

recruiting, selecting, training, and coaching employees. Communicated job expectations to other employees.

Personal assistant to the CEO and owner of the company
Ad Wrap Graphics Inc, Chicago, Illinois, USA

Dec 2023 –
Dec 2025

- **Compiling expense reports** (Performing bookkeeping tasks; Handling memos, reports, invoices, and related documents, including sensitive information)
- **Made travel and accommodation arrangements**
- **Answered phone calls** (Screening phone calls and emails, communicated with clients)
- **Helped executives in preparing for meetings** (Secretarial support for meetings as and when required by the CEO, including drafting and circulating meeting agendas, preparing minutes, communicating meeting reminders, confirming venues. Writing and distributing comprehensive minutes and action points to all members post meeting)
- **Managed databases and filing systems.** Implementing and maintaining procedures/administrative systems. (Liaising with staff, suppliers and clients.)
- **Managed email correspondence and phone messages** (Drafted and prepared correspondence for internal announcements, board meetings, and organizations that the executive is involved with)
- **Preparing reports** (Prepared and edited documents, reports, invoices, and presentations; Scheduled and coordinated meetings, conferences, for the CEO)
- **Preparing monthly profit reports on orders from 2 websites of the company**
- **Liaising With Internal & External Stakeholders** (Carrying out the entire process of receiving design orders for logistics companies / private clients and other various clients/companies (receiving the order, passing the order to designers, communicating with the client etc.)
- **Transferring all client database** and all design products to the new company website.
- **Supporting clients on the new site** if they encounter difficulties using the new application.
- **Overseeing systems and process management**