



YAROSLAV SVITLYCHNYI

Profile

My strength are resistance to stress, the ability to find an approach to different people, communication skills, initiative. I am able to quickly adapt to new projects and also learn easily. I can take on the role of leader in my place. I'm multitasker and achieve high goals.

Work Experience

2022
-
now

Teleperformance Portugal

Agent of Customer Support Service

Thanks to the experience in this company, I have a good command of such skills as communication and adaptation in dealing with clients from different countries, as well as working in a team. I also acquired such hard skills as setting up targeted advertising and its features. This job was easy for me due to my education in psychology, empathy towards clients, active listening skills and desire to solve clients' problems, as well as interaction with the team and team leader.

2020
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2022

Inception. Psychology center

Founder

Creator of a psychological project, the purpose of which was to help clients through various group therapies. I created this project with a colleague from scratch. My tasks were: recruitment, search for clients, organization of group classes themselves, search for locations, financial issues. Also: social media marketing, targeting, quality control of services for psychologists who worked on the project

2021
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2023

Sohnut. Jewish Agency for Israel

Teacher of informal education

In this company, we were engaged in: preparing and holding events for children (3-17 years old) and an adult audience (18-65 years old), educational non-formal projects in the Jewish context. The main focus of the work was: the ability to lead a group of different ages and be able to find an approach to each person. I acquired such skills as the ability to quickly and efficiently find information, as well as analyze it, stress resistance, creativity, and also to be in different roles

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Education

Bachelor of Psychology
Kharkiv National University,
Kharkiv
2021

Master`s law enforcement
Kharkiv National University of
Internal Affairs
2022

Expertise

Psychology

Customer Experience

Computer knowledge

Targeting

Event organization

Language

English

Ukrainian

Russian

Additional personal info

Date of birth
14.02.2000

Residence
Portugal

Nationality
Ukrainian

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