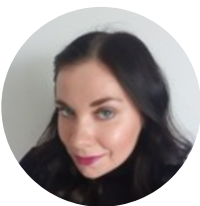


Julia Kunz



Personal Information

Date of Birth 21-08-1989
Postcode 5625AP
City EINDHOVEN
E-mail jkwebservice1@gmail.com
Phone number 0621982390
Drivers license Yes

Education

National University of Zaporizhyya -Bachelor degree Diploma

Interpreter and translator for the German language

2006 - 2011

Graduated: Yes

Interpreting and translating in large translation agencies, businesses/companies in all sectors of the economy, corporate or customer communication.

Work for international organisations, administrations, authorities, interpreting schools, language associations, adult education institutions.

(Freelance) literary translator.

Work experience

Snowfox BV

Netherlands, Eindhoven

Online Marketing Employee

2015 - 2016

Analysis of data on the effectiveness of online marketing activities

Search engine optimisation based on technology, content and popularity

Developing, managing and optimising online campaigns

Create websites, banners, blogs and other promotional materials

Editing social media content and writing posts

Working with online customers

JK Webservice-Self-employed

Netherlands, Eindhoven

Online Marketing Employee

2017 - 2018

Analysis of data on the effectiveness of online marketing activities

Search engine optimisation based on technology, content and popularity

Developing, managing and optimising online campaigns

Create websites, banners, blogs and other promotional materials

Editing social media content and writing posts

Working with online clients

Affiliate marketing

Honeywell BV

Netherlands, Eindhoven

Technical Support Employee

2018 - 2019

Writing and translating technical content

Answer Amazon reviews from customers and provide online technical support

Provide technical advice on products over the phone and by email

Maintain a database of common technical problems encountered by customers, so that work can be done faster and more effectively

Train new employees and transfer technical knowledge

Fluke BV

Netherlands, Eindhoven

Customer Support Employee Maintenance and Calibration Services

2019 - 2020

Customer advice on the phone and by e-mail regarding calibration and maintenance of the equipment

Preparing cost estimates

Reading and evaluating technical data and informing customers about repair and calibration procedures

Processing complaints

Writing credit notes and invoices

Arrange collections

Maintaining and using customer data in the CRM database

Provide delivery and price information about the department's services

Fluke BV

Netherlands, Eindhoven

Sales Support Mitarbeiterin

2020 - Current

Customer advice on the phone and by e-mail regarding new equipment and accessories procurement

Processing spare parts enquiries

Supporting the regional sales manager

Inform channel partners and end customers on the phone about products and current promotions on request

Provide price and delivery time information

Maintain and use CRM database, create new customers

Check payment conditions and discount groups

Process complaints and

Write credit notes and invoices

Arrange collections

Prepare customs documents for non-EU countries

Prepare seminar calculations

Skills

SAP	Experienced
HTML	Experienced
CSS	Experienced
Javascript	Beginner
Oracle	Experienced
Salesforce	Experienced

Languages

Deutsch	Fluent
Englisch	Fluent
Niederländisch	Fluent
Russisch	Native or bilingual
Ukrainisch	Native or bilingual
Französisch	Basic