

OLGA MURASHKO

Contact

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Vilnius

About Me

I am a communicative, responsible, and resilient person who learns quickly and adapts easily to new environments. I enjoy working with people, helping others, and creating positive experiences. Travelling is one of my biggest passions, and having visited 25 countries, I have developed a broad perspective and an appreciation for different cultures.

Skills

Computer Skills: Confident PC user

Languages:

- Russian – Native
- Belarusian – Native
- German – B2–C1 (C1 Certificate, Munich, 2017)
- English – A2–B1 (currently improving language skills)

Driving Licence (EU): Category B | Own car

Education

Belarusian State Economic University 2015-2019

Faculty of Commerce and Tourism Industry

Specialisation: Economics and Management of the Tourism Industry

Tour Group Leader Training – Europe 2018

Professional training in leading and coordinating tourist groups travelling across Europe

Experience

Customer Service Specialist (Minsk, Belarus) 2020-2023

Mix Markt Service (German-based international food distribution company serving a network of retail stores across Europe)

- Advised customers on the product range and assisted them in selecting products.
- Assisted customers with order placement and provided support throughout the entire process until delivery.
- Monitored order payments and communicated with customers regarding payment-related matters.
- Identified and attracted new customers, contributing to the growth of the customer base.
- Processed orders and worked with the company's internal software in German.
- Prepared and processed the necessary documentation.
- Communicated with customers primarily in German, as well as in English when required.

Tourism Specialist (Minsk, Belarus) 2018-2020

Polo Groups (Belarusian Travel Agency)

- Consulted clients, selected and sold travel packages based on their needs and preferences.
- Developed travel itineraries and organised trips.
- Arranged hotel bookings, travel packages, and other services through tour operators.
- Advised clients on visa requirements and prepared the necessary application documents.
- Collaborated with tour operators and business partners to organise travel arrangements.
- Accompanied tour groups on coach tours across Europe, coordinated trips, and assisted travellers throughout their journeys.