

Valentina Abrosimova

Sales and Customer Support Assistant with strong attention to detail and an analytical approach. I have experience working with international clients, processing orders, and handling business administration. My skills are complemented by knowledge of data management, reporting, and preparing materials for business decision-making. I enjoy finding ways to optimize processes and contribute to better team results.

CONTACT	Phone: +420 773 961 181	
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	Permanent residence	
PROFESSIONAL EXPERIENCE IN CZ	Sales Support Assistant 01/2022–05/2026	
	IMCoPharma a.s.	
	- Handled over 50 customer inquiries monthly, analyzing needs and preparing tailored price offers that increased client satisfaction and conversion rates. - Coordinated logistics services, purchases, and issued invoices - Provided documentation support - Built strong relationships with customers, effectively negotiating terms and addressing issues, resulting in a 20% increase in repeat business - Managed over 100 projects and supported 20+ key clients	
	Quality controller 12/2020–05/2021	
	Mürdter Dvořák	
	- Conducting input, inter-operation and output quality control of products to ensure compliance with standards and specifications - Recording and managing production progress in audit documentation. - Training and supporting colleagues in production in the area of compliance with quality standards, proper handling of materials and adherence to procedures - Identifying deficiencies and suggesting process improvements to increase production efficiency and quality - Collaborating with teams to resolve non-conformities and implement corrective actions	
	Marketing Specialist 01/2020–06/2020	
	Advertising Agency Vendy	
	- Analyzed client needs and proposed suitable solutions - Prepared marketing campaigns to support sales - Designed promotional materials, corporate websites, and managed social media - Worked with internal information systems, closely collaborating with sales and graphic departmen	
EDUCATION	Khabarovsk State University of Economics and Law 2000–2006	
	Faculty of Management. Specialization in "Organization management".	
SKILLS	- Analytical skills / logical thinking - Teamwork - Project management - Technical thinking - Organizational skills - Flexibility - Non-confrontational personality - Driver's license – B	
	- Word, Excel (PQ, PP), PowerPoint - MS Teams, Outlook - Data Visualization (Power BI) - CRM - Canva - SQL	
CERTIFICATES	- Excel: Working Together with Power Query and Power Pivot - SQL course: from Beginner to Specialist	
LANGUAGES	Czech – Upper-Intermediate / English – Intermediate / Russian – Native speaker	