

Iuliia Prokofeva

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Profile

I can easily handle multitasking and approach to any task in a creative way. I have big experience in working with people, especially in those who were in difficult situations which I helped to solve effectively. During a long period of time I have been working in the diplomatic sphere which gave me the best experience in a sphere related to inter-state relationships and consular work. My goal is to find the specific field of expertise in which I would be able to fully apply all my skills and knowledge even if it would require re-profiling. I am open to learning and want my work to be successful and bring benefits for society.

Professional experience

Translator/Assistant (part-time)

April 2016 – Present

Honorary Consulate of the Philippines, Bishkek

- Provided translation of incoming and outgoing correspondence of Hon. Consulate;
- Provided consecutive interpretation, organized visits of diplomatic delegation to Kyrgyzstan and assisted members of the delegation during their stay;
- Consulted citizens of the Philippines currently living in Kyrgyzstan on visa, legal and social issues as well as the issues regarding official employment.
- Successfully helped citizens of the Philippines in solving problems related to deception of employment, application for entry and exit visas together with issues regarding the infliction of moral and physical harm by an employer.

Office-manager

November 2018 – August 2020

“Bilimkana European School”, Bishkek

- Worked in customer service: made cold and warm calling, consultancy, concluded contracts, prepared all the necessary documentation;
- Handled paperwork: as I began to work in the organization a few month after its opening, I established all the paperwork nearly from scratch.
- Successfully prepared all the necessary documentation for official employment of foreign employees: as the organization hires up to six foreign teaches from different countries every year, I prepared all the required documents for working visas and work permits. I closely worked with such government structures as Department of Consular Service, MFA, MIA and Population Service Centers of Kyrgyzstan;
- Interpreted and translated documentation on a day-to-day basis. I successfully helped to solve many conflict situations arose between local and foreign employees by being interpreter and mediator at the same time;

- Efficiently worked with a vast amount of information, in particular with students database as well as with database of payments and debts;
- Handled SMM and event marketing: created and processed during one-year two social pages of the organization on Facebook and Instagram and helped in organization and holding of marketing events to attract new clients.

Customer service manager/Administrator

October 2017 – June 2018

“Hot English” Education center, Bishkek

- Worked in customer service: made cold and warm calling, consultancy;
- Handled SMM: created and processed several social pages on Instagram, Facebook, etc.;
- Managed the administrative and housekeeping activities of the education center.

Translator/ interpreter

November 2015 – January 2016

Lykus Security Solutions

- Provided interpretation and accompanied flight crews of American aircrafts together with the security team during their stay in Kyrgyzstan.

Education

Master’s degree

Major: Political science (Master’s program: “Strategic analysis and forecasting in politics”)

Kyrgyz-Russian Slavic University, Bishkek

Bachelor’s degree

Major: International relations and diplomacy

Kyrgyz-Russian Slavic University, Bishkek

Internship (28 March 2016 – 24 April 2016)

Ministry of Education and Science of Kyrgyz Republic (Law department).

Additional: Lived and study in the United States during the FLEX (Future Leaders Exchange Program) funded by US Department of State (2011-2012).

Polyglot: Fluent in English with native in Russian. Intermediate knowledge in French and basic knowledge in German and Kyrgyz.

Letters of recommendation from Honorary Consul and Ambassador of the Republic of the Philippines can be sent on demand.