

MARIA SVETLOVA

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PROFILE

Highly motivated and responsive professional with experience delivering excellent customer service and sales in a fast paced environment. Analytical specialist completing a Bachelors degree in Business Administration and Management with a strong foundation in business processes and tools.

EDUCATION

St. Petersburg College | St Petersburg, FL

Bachelor of Science, Business Administration, Management Expected: December 2025

Relevant Coursework: International Business, Financial Management, Process Improvement Management, Leadership & Influence, Enterprise Risk Management and Business Strategies, Business Communication, Marketing, Business Law, Managing Cultural Diversity, Supply Chain Management, Project Management, Organizational Behavior, Quantitative Methods Business, Managerial Risk Analysis & Decision Making, Management & Leadership Practices, Management Information Systems

SKILLS

Customer Service | Microsoft (Word, PowerPoint) | Data Entry | Trilingual English/Russian/French

EXPERIENCE

Train Conductor August 1999 to May 2016

OA0 "RZD" Sankt Petersburg

- Delivered customer service on long-distance passenger routes.
- Monitored and enforced railway safety and security protocols.
- Managed time-sensitive operations and resolved travel-related issues efficiently.
- Developed strong communication, attention to detail, and teamwork skills.
- Greeted passengers and verified travel documents to ensure compliance.
- Offered fare options and information on discount programs to enhance customer savings.
- Processed ticket sales efficiently while providing information on related goods and services.
- Addressed and resolved passenger conflicts and inquiries professionally.
- Supplied relevant technical documentation to assist passengers as needed.
- Ensured safety protocols were followed during travel and parking to guarantee a secure environment for all.