


Kiryl Karol Manolache Dyro

 [linkedin.com/in/k-k-manolache-dyro-8b1a7263](https://www.linkedin.com/in/k-k-manolache-dyro-8b1a7263)

 karol.md@outlook.it

 +491757394657

Summary

Searching for jobs/projects as an independent contractor in the following or similar areas:

- business internationalization;
- representation of the company abroad with related correspondence and translations;
- consultation on crisis management and business continuity;
- foreign language teaching (including country specifics of the target market);
- Multilingual after-sales support of customers;

Experience

Junior Emergency Manager

FlixBus

Jun 2019 - Present (1 year +)

- Development/optimization of business continuity concepts and procedures in close coordination with all relevant departments;
- Contact person (24/7, based on the on-call-duty plan) for all emergency cases (from prevention to post-crisis control) in all European offices and an observer in non-EU affiliates;
- Establishing and maintaining cooperation with the third parties (media, private companies, public authorities and diplomatic representations);

Traffic Operations Controller

FlixBus

Feb 2018 - May 2019 (1 year 4 months)

- Tracking the current transport situation of the bus/rail network;
- Taking measures to prevent any of malfunctions, minimizing their consequences and a rapid implementation of alternative solutions;
- Optimization of operational processes to ensure quality of service;

Sales Coordination & Customer Satisfaction Specialist

Amway Europe

2016 - 2018 (3 years)

- Sales coordination (Baltic markets), drawing up work schedules, issuing invoices, documentation for warehouses and accounts;
- Processing all orders and complaints from customers, providing after-sales support upon request;
- Monitoring the progress of the department's work, identifying failings, (re)training of staff;

Export Sales Assistant

ILME

2016 - 2016 (1 year)

- Preparation of all international documentation: commercial invoices, certificates of the origin and export documentation of the company;
- Processing all electronic correspondence with clients at international and national levels;
- Tracking the entire ordering process and responding to all incoming questions;

Exhibition & Trade Show Department Intern

Italian-Russian Chamber of Commerce

2015 - 2015 (1 year)

- Organization of meetings, seminars and visa support for of Italian entrepreneurs;
- Participation and coordination of Russian activities regions at Expo 2015 in Milan;
- Processing all electronic correspondence with clients at international and national levels;

English Language Teacher

Primary school Jakub Kolas

2010 - 2011 (2 years)

- Plan, prepare and deliver instructional activities that facilitate active learning experiences.
- Develop schemes of work and lesson plans.
- Establish and communicate clear objectives for all learning activities. prepare classroom for class activities.

Education



Università degli Studi di Milano

Bachelor's Degree, International Relations and Institutions



Italian Diplomatic Academy

Advanced Diploma, Social Business and Sustainable Development



State Linguistic College

Bachelor's Degree, English Language Teaching Studies

Skills

- Transportation • Emergency Management • Russian • Italian • Polish • French • Romanian • Customer Service
• Import/Export Operations • E-Learning