

TERESA LENIK

PROJECT MANAGER, NARRATIVE
DESIGNER, CUSTOMER SUPPORT
SPECIALIST

A VERSE ABOUT ME

Highly motivated customer service specialist with 7 years of experience in communications, content management and people management. I am able to find an approach to any audience, resolve conflicts competently, and explain complex things in simple language. Thanks to my previous work as an editor and event organiser, I have a flexible mindset, analytical skills and the ability to quickly adapt to new environments.

I am looking for a position where I can combine my communication, customer support and real-time problem-solving skills.



SKILLS

- *Writing scripts, short stories, scenes.*
- *Proofreading, editing, adaptation of texts.*
- *Organising events, writing scripts for celebrations.*
- *SEO copywriting and content creation for social media.*
- *Project management and team collaboration.*
- *Experience in customer communication, support, and facilitation - online and in-person.*
- *Developed empathy, ability to communicate, resolve conflicts, and work with different types of people.*
- *Working with tools: MS Word, Google Docs, Final Draft, Scrivener, Grammarly, Article Draft3, Trello.*

ADDITIONAL DATA

- *Fluency in Ukrainian, Russian, and understanding of English.*
- *Publications in media projects, participation in the development of visual novels.*
- *Experience in servicing audiences and individual clients.*

CONTACT

📍 Odessa
✉ kira666kira@gmail.com
💬 Telegram - Kira_Nox

WORK EXPERIENCE

TEACHER-ORGANISER

2016 - 2018 | Odesa gymnasium №48

Organising and conducting cultural events.

Development of scenarios, creation of methodological materials.

Work with children, parents, colleagues - active communication, conflict resolution.

EDITOR, SCRIPTWRITER, COPYWRITER

2021 - 2022 | Read.Love

- *Proofreading, editing, scripting.*
- *Consultations with authors.*

Correspondence with customers, support of customer players.

PROJECT MANAGER, NARRATIVE DESIGNER, COMMUNICATOR

2022 - Present | Neo.Dev

- *Testing, feedback collection, communication with players.*
- *User support, feedback, localisation, and maintenance.*
- *Social media management, communication with subscribers.*

EDUCATION

Articy School of Design

Project creation and management, narrative design.

KNPU named after K.D. Ushynsky, 2018 (bachelor's degree)

Ukrainian philology

Foreign literature

Office management