





PERSONAL INFORMATION

Albina Dukhanova



 Pasilanraatio 6E, 00240 Helsinki (Finland)
 +358413628508  +79803531412
 albina.dkhnv@gmail.com
 <https://www.linkedin.com/in/albina-dukhanova-694576140/>

Sex Female | Date of birth 11/8/97 | Nationality Russian

WORK EXPERIENCE

13/04/2017–31/05/2018

Shop salesperson

ZARA Inditex, Helsinki (Finland)

- communication with customers
- problem solving
- team work
- selling
- opening, using, closing the till
- unpacking new deliveries of stock
- tagging the prices
- filling the store

Related document(s): Work Certificate Albina Dukhanova.pdf

EDUCATION AND TRAINING

1/9/15–Present

Bachelor of Foreign Languages

Lipetsk State Pedagogical University, Lipetsk (Russia)

- Psychology
- Phonetics and Lexicology
- Philosophy
- History

28/8/16

Bachelor of Business Administration

Arcada University of Applied Sciences, Helsinki (Finland)

- Introduction to Marketing
- Strategic Marketing
- Consumer behaviour
- Service and customer relationship management
- IT and branding
- E-business and distribution
- Logistics
- Communication and public speaking

20/8/18–31/12/18

Haaga Helia University of Applied Sciences, Helsinki (Finland)

- Digital Marketing in Modern Business
- Paid Social Media Advertising in Modern Business
- Employer Branding

-How to start a social media consultant business
 -Digital Marketing

PERSONAL SKILLS

Mother tongue(s) Russian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C2	B2	B2	C1
IELTS					
Swedish	A2	A2	A1	A1	A2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
 Common European Framework of Reference for Languages

Communication skills -good communication skills gained through experience as a sales assistant

Organisational / managerial skills -leadership skills gained through the university course 'Personal Leadership'
 -managerial skills gained through studies at pedagogical university

Job-related skills
 -Mentoring skills
 -Excellent time-management
 -Responsibility
 -Stress-resistance
 -Quick response
 -Communicative
 -Ready to help
 -Managing problems
 -Hard-working
 -Industrious

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Independent user	Independent user	Independent user

Digital skills - Self-assessment grid

-Microsoft programs
 -Adobe Photoshop CS

Driving licence B

ADDITIONAL INFORMATION

Certifications -Volunteer at Media Honey Pot 2017

Related document(s): Albina Dukhanova.pdf

ANNEXES

- Work Certificate Albina Dukhanova.pdf
- Albina Dukhanova.pdf

Work Certificate Albina Dukhanova.pdf

ZARA Massimo Dutti **ZARA HOME**

DANMARK A/S – SVERIGE AB – NORGE AS
Klara Norra Kyrkogata 29, 5th Floor
111 22 Stockholm
Sverige
Tlf. +46 (0)8 545 22 900
Fax. +46 (0)8 411 23 60
www.inditex.com

INDITEX

ALBINA DUKHANOVA

SAUKONPAADENRANTA 4 B 29

00180 HELSINKI

Stockholm, 2018-06-12

Work Certificate

INDITEX is one of the world's largest fashion retailers, welcoming shoppers at its eight store formats - Zara, Pull & Bear, Massimo Dutti, Bershka, Stradivarius, Oysho, Zara Home and Uterqüe - boasting 6.700 stores in 88 countries, with over 140 000 employees worldwide. The Scandinavian organization consists of fashion chains Zara, Massimo Dutti Zara Home, Pull & Bear and Oysho, with a total of 38 stores and over 1000 employees in Norway, Sweden, Denmark and Finland.

Albina Dukhanova (110897-722V) has worked as Sales Assistant in our ZARA Iso Omena Store, address Piispansilta 11, 02230 Espoo, during the period 13.04.2017 – 31.05.2018, with a long term contract of 16 hours per week.

Albina's main tasks have been the general duties of a Sales Assistant/Cashier such as selling, using till, unpacking new deliveries of stock, tagging the prices, filling the store, keeping the store's image clean and tidy and helping customers.

Albina has shown excellent skills in customer service, team work, as well as strong work morale and diligence in all actions. We highly recommend her for similar tasks. She will be missed and we wish her all the best for future endeavours.

Kind regards,



Eva-Maria Holmberg

Payroll Department

ZARA Finland Oy

(Y-tunnus 1544441-3)

Albina Dukhanova.pdf 

**CERTIFICATE
OF VOLUNTEER
2017**



Media Honeypot
ARCTICSTARTUP 

This certificate is awarded to

ALBINA DUKHANOVA

A handwritten signature in black ink, appearing to read "Joppe Quaadvlieg".

Joppe Quaadvlieg
Chief of Happiness
Arctic Startup