

CX developer/ Learning and Development/ Sales and Communication Coach

Top Skills

Training Needs Analysis
Training
Project Management

Certifications

ICAO - instructor training certificate
PRM- Persons with reduced mobility training instructor
IATA - Dangerous goods regulations training instructor

Summary

I am an enthusiastic person who will never miss the opportunity to learn something new and improve myself. I live by the principle - live every day so that at the end of the day you would have learned something new. In life, I am friendly, responsible, and interested in individual achievements and teamwork. The specifics of the job made me immune to high-stress conditions, I always keep a clear head on my shoulders. I feel free in people and I have very good orator skills.

Experience

Luminor Group

CX developer/ Customer Relationship Building and Sales Communication Trainer

April 2023 - Present (1 year 3 months)

Riga, Latvia

Design, implement, and maintain customer service and sales processes across Baltics

Align Baltic sales mindset in all channels, adjust customer service concept and sales mindset training design to be efficient

Design training programs or give input to existing ones.

Plan trainings for frontline employees based on training requests and needs.

Train employees according to training schedule in a professional and engaging manner

Initiate and coordinate local and pan-Baltic procedures and projects.

Prepare and make available process descriptions, guidelines and other documentation that is necessary.

Advocate customer-centric sales and service mindset in development of projects.

Designing new programs and procedures or re-designing current ones to enhance customer experience.

Focus on areas for improvements which will lead to efficiency and organization targets fulfillment

Riga Airport

9 years 9 months

Senior aviation security training instructor/Persons with reduced mobility (PRM) training instructor

June 2021 - March 2023 (1 year 10 months)

Riga, Latvia

Dangerous goods regulations training instructor.

Development and updating of aviation safety training programs based on international, EU and Latvian law. All training programs are made for each position's work specification. Organization of training, from staff selection to staff certification. Develop and update different selection test types (stress resistance tests, determination of concentration abilities, color resolution, EQ tests). Development and updating of training tests, work with such training and test development platforms as iSpring, CassMarker, LMS, Moodle, etc. Conduct training both face-to-face and online using online training tools such as Zoom, MSTeams, Miro, and others. For face-to-face training and certification, practical tests, and various forms of knowledge assessments are developed based on competence training procedure.

Aviation security training instructor

February 2019 - June 2021 (2 years 5 months)

Riga, Latvia

Development and updating of aviation safety training programs based on international, EU and Latvian law. All training programs are made for each positions work specification. Organization of training, from staff selection to staff certification. Conduct training both face-to-face and online using online training tools such as Zoom, MSTeams, Miro and others.

Aviation security inspector/lead of practical training

September 2017 - February 2019 (1 year 6 months)

Riga, Latvia

Monitoring security processes in the buildings and territory of Riga International airport. Work with technical equipment intended for various security inspections. Planning and conducting practical training for new employees. Work with airport law regulations.

Aviation security inspector

July 2013 - September 2017 (4 years 3 months)

Riga, Latvia

Monitoring security processes in the buildings and territory of Riga International airport. Work with technical equipment intended for various security inspections. Work with airport law regulations.

Education

ECAC - PRM training instructor

IATA Training

Dangerous Goods regulations training instructor

RISEBA University

Bachelor's degree, Business psychology - human resources