

# Ilya Shmyrov

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## Professional Summary

Customer-focused professional with experience in client service, negotiations, process coordination, and working with international customers. Strong communication, organizational, and problem-solving skills, adaptable to a wide range of industries and business environments.

## Professional Experience

### Car Rental Specialist — Miami Car Rentals (2022–Present)

- Served international customers and managed rental inquiries
- Coordinated vehicle rentals, insurance services, and related documentation
- Collaborated with banks and insurance companies to resolve customer issues
- Handled disputes and negotiations professionally and efficiently
- Maintained a high standard of customer service and client satisfaction

### Online English Teacher — Antischool (2021–2022)

- Conducted online English lessons for students of different levels
- Prepared educational materials and personalized learning plans
- Helped students improve communication and speaking skills

### Tourism Internships — Bulgaria & Turkey (2018–2020)

- Assisted tourists and provided customer support
- Organized tourism-related services and coordinated travel activities

## Education

### Master's Degree in Tourism

Zaporizhzhia National University (2018–2023)

## Skills

Client relationship management	Negotiation & communication
Work organization & coordination	Documentation handling
Customer service excellence	Advanced English proficiency

## Languages

English — Fluent

Ukrainian — Fluent

Russian — Fluent

Polish — Conversational