

BOHDANA MATUS



Administrative Assistant | Intake Coordinator
Front Desk Coordinator | Customer Service Associate

CONTACT



Email

matusbohdana@gmail.com



Phone

(818) 853-3966



Location

Winnetka, CA

PROFESSIONAL PROFILE

Client-focused administrative professional with experience in front desk coordination, scheduling, customer service, office support, and daily operational assistance. Experienced in communicating with clients, patients, caregivers, staff members, and service providers by phone, email, and in person.

Strong background in beauty salon administration, home care office support, appointment coordination, schedule management, client follow-up, documentation, staff coordination, inventory support, and maintaining organized records. Comfortable working in beauty, wellness, healthcare, home care, and service-based environments.

Organized, professional, detail-oriented, and able to multitask in a fast-paced office setting. Fluent in English, Russian, and Ukrainian.

CORE SKILLS

- Front desk and administrative support
- Beauty salon and wellness office coordination
- Home care and healthcare office support
- Patient and client communication
- Appointment scheduling and follow-up
- Phone and email communication
- Staff schedule coordination
- Intake support and client coordination
- Inventory and stock organization
- Documentation and record keeping
- Microsoft Office, email, and spreadsheets
- Customer service and problem-solving
- Multitasking in a busy office environment
- Professional appearance and positive attitude
- Attention to detail and confidentiality

EDUCATION

Medical Doctor Diploma

Kyiv, Ukraine

2017–2023

LANGUAGES

- English – Fluent
- Russian – Native
- Ukrainian – Native

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PROFESSIONAL EXPERIENCE

Beauty Salon Administrator | Front Desk Coordinator

Beauty Salon

Los Angeles, CA

- Welcomed clients, answered questions, and created a polished and professional front desk experience.
- Handled phone calls, messages, appointment requests, client follow-ups, and daily salon communication.
- Scheduled client appointments and coordinated the daily calendar to support smooth salon workflow.
- Assisted with organizing staff schedules, appointment timing, and daily operational priorities.
- Helped coordinate the team during busy workdays to keep services running on time and clients properly assisted.
- Supported inventory and stock organization, including checking product availability and maintaining needed supplies.
- Processed payments, bookings, changes, cancellations, and client requests professionally.

Floral Designer | Customer Service Associate

Flower Shop

Los Angeles, CA

- Assisted clients with choosing floral arrangements based on occasion, budget, style, and personal preferences.
- Created custom floral arrangements and prepared customer orders with attention to detail and presentation.
- Provided friendly customer service and helped clients with product and service recommendations.
- Handled customer communication in person, by phone, and through messages.
- Processed orders, payments, delivery details, and special requests.
- Coordinated deliveries and monitored order completion to make sure clients received orders on time.

Scheduling Coordinator | Customer Service Associate

Homecare Company

Buffalo, NY

- Answered a high volume of phone calls throughout the workday and provided professional support to clients, caregivers, and office staff.
- Assisted with scheduling caregiver visits based on client needs, caregiver availability, and daily schedule changes.
- Coordinated appointments, reminders, follow-ups, and schedule updates.
- Communicated with clients and caregivers regarding questions, concerns, changes, and daily requests.
- Helped maintain accurate client and caregiver records, notes, and office documentation.
- Updated spreadsheets related to caregiver working hours, schedules, and payroll information.
- Gained experience working in a healthcare and home care environment with sensitive client information.

Administrator | Front Desk Coordinator

Dance Studio

Kyiv, Ukraine

- Welcomed clients, answered questions, and created a friendly and professional front desk experience.
- Managed schedules, appointments, class times, and daily changes.
- Handled phone calls, messages, and client communication.
- Assisted with payments, attendance tracking, client records, and administrative tasks.
- Coordinated communication between clients, students, parents, and instructors.
- Maintained an organized reception area and supported smooth daily operations.