



BOHDANA MATUS

ADMINISTRATOR
CUSTOMER SERVICE ASSOCIATE

CONTACT

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- ☎ (818)-853-3966
- 📍 Winnetka, CA

CORE SKILLS

- Professional phone and email communication
- Client-focused customer service
- Sales support and service recommendations
- Appointment scheduling and client follow-up
- Handling client questions, concerns, and schedule changes
- Creating a welcoming and polished front desk experience
- Multitasking in a busy client-facing environment
- Positive attitude and professional presentation

LANGUAGES

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

EDUCATION

- Medical Doctor Diploma
Kyiv, Ukraine
2016 - 2022

Client-focused administrator with experience in front desk coordination, office support, scheduling, and customer service. Strong background supporting clients in person, by phone, and by email in Ukraine and the United States. Organized, polished, and comfortable in beauty, wellness, and service-based environments

PROFESSIONAL EXPERIENCE

Scheduling Coordinator | Customer Service Associate

Homecare Company
Buffalo, NY

- Answered phone calls throughout the workday and provided professional support to clients and caregivers
- Created caregiver schedules together with clients, based on client needs and caregiver availability
- Assisted clients and caregivers with schedule changes, questions, updates, and daily requests
- Managed a high volume of emails, phone calls, and office communication
- Maintained spreadsheets tracking caregiver working hours and payroll-related information
- Kept records organized and supported daily office administrative tasks
- Developed strong customer service, phone communication, multitasking, and problem-solving skills

Administrator | Front Desk Coordinator

Dance Studio
Kyiv, UA

- Welcomed clients, answered questions, and supported a friendly, professional front desk experience
- Managed studio schedules and adjusted appointments or class times when needed
- Handled phone calls, messages, and daily front desk communication
- Scheduled clients for classes and assisted with appointment coordination
- Assisted with payments, attendance tracking, client records, and daily administrative tasks
- Maintained communication between students, parents, and instructors
- Resolved routine client concerns with patience, professionalism, and attention to detail

Floral Designer | Customer Service Associate

Flower Shop
Los Angeles, CA

- Assisted clients with choosing floral arrangements based on occasion, budget, and preferences
- Created custom flower arrangements and prepared customer orders
- Developed strong customer service, sales, and attention-to-detail skills
- Processed orders, payments, and delivery details
- Coordinated deliveries and monitored order completion
- Maintained sales records, client communication, and basic inventory support