

KARYNA KOVALCHUK

Northbrook, Illinois
Phone: 224-600-6079
Email: karynapasnak@gmail.com

PROFESSIONAL SUMMARY

Organized, dependable, and customer-focused professional with over 2 years of experience supporting daily operations in a private golf club environment. Skilled in communication, multitasking, problem solving, handling confidential information, processing payments, and maintaining accurate records. Recognized for professionalism, attention to detail, and the ability to build positive relationships with members, guests, and team members. Seeking an Administrative Assistant, Office Assistant, HR Assistant, Safety Assistant, or Operations Coordinator position.

CORE SKILLS

Administrative Support • Customer Service • Data Entry • Microsoft Office • Google Workspace • Scheduling • Calendar Management • Record Keeping • Organization • Multitasking • Team Collaboration • Problem Solving • Written & Verbal Communication • Cash Handling • Time Management • Attention to Detail

PROFESSIONAL EXPERIENCE

Customer Service & Administrative Support Professional

Acorn Grill + Terrace, 3535 Dundee Rd, Northbrook, IL 60062 | 2024 – Present

- Support daily operations in a fast-paced hospitality environment serving members and guests.
- Maintain accurate transaction records and process payments with a high level of accuracy.
- Coordinate member requests and communicate effectively across departments.
- Assist with event preparation, organization, and execution.
- Resolve customer concerns professionally while maintaining excellent service standards.
- Manage multiple priorities simultaneously while meeting deadlines.
- Build strong relationships with members through consistent communication and professionalism.
- Demonstrate strong organizational skills and attention to detail in all daily responsibilities.

ADDITIONAL EXPERIENCE

Freelance Makeup Artist

- Managed appointment scheduling and client communications.
- Maintained client records and organized business operations.
- Delivered personalized customer service and built long-term client relationships.
- Demonstrated professionalism, reliability, and strong interpersonal skills.

EDUCATION

High School Diploma

LANGUAGES

English – Fluent
Ukrainian – Native
Russian – Fluent