

Anita Lemeshuk

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Relevant Experience

02/2023 – 03/2026

The Hague, Netherlands

Event Server / High-End Catering Staff

Local Heroes Catering

- Delivered formal hospitality and catering support at high-end conferences, government functions, summits, and private dinners.
- Supported front-of-house operations through guest service, tray service, wine service, runner/server duties, barbacking, wardrobe service, setup/breakdown, and event support.
- Worked in protocol-sensitive settings serving international guests, diplomats, ambassadors, and senior stakeholders.
- Adapted quickly across varied roles, service standards, and event protocols in fast-paced formal service environments.

05/2025 – 08/2025

Rotterdam, Netherlands

Multilingual Customer Care Agent - Full Time Internship

HousingAnywhere

- Provided multilingual customer support by phone, chat, and email for an international rental platform, handling high volumes of booking, payment, refund, payout, and dispute cases across both remote and in-office workflows.
- Managed complex cases in HubSpot, documenting communications, financial details, policy rationale, decisions, and outcomes clearly and accurately.
- Evaluated financially sensitive booking, payment, refund, payout, dispute, scam-related, and technical-support cases using internal policies, documentation, and case evidence.
- Collaborated with the refunds team on large pay-ins, payouts, and refund requests; initiated financial transactions according to internal procedures.
- Acted as a liaison between landlords, tenants, corporate partners, and cross-functional teams in escalated dispute-resolution cases.

2024 – 2025

The Hague, Netherlands

Interpreter

RefugeeHelp Nederland

- Provided information, advice, and practical support to refugees and asylum seekers during consultation hours.
- Supported clients with systems navigation across immigration, healthcare, housing, education, employment, tax, and social-service procedures.
- Communicated with institutions on behalf of clients to schedule appointments, clarify requirements, coordinate next steps, and support service access.
- Provided live interpretation between Russian, Ukrainian, English, and Dutch.
- Maintained accurate case records in the Dutch refugee services database, documenting client updates, procedural requirements, and case statuses.

01/2024 – 07/2024

The Hague, Netherlands

Seasonal Front Office Receptionist and Café Manager

The Golden Stork Hostel

- Managed front desk and reception operations, including check-ins, checkouts, walk-in inquiries, phone calls, guest concerns, and daily reception duties.
- Handled back-office reservation administration across Cloudbeds, email, Booking.com, Agoda, Hostelworld, and other booking platforms.
- Monitored and adjusted occupancy, room status, and reservation activity using Cloudbeds; coordinated with cleaning, kitchen, and maintenance staff.
- Served as keyholder, managing closing procedures, securing the premises, reconciling daily revenue across cash, card, and online payments, and preparing cash deposits.
- Oversaw café operations, including staff coordination, payment processing, supply restocking, inventory monitoring, espresso service, and draft beer/alcohol service.

06/2023 – 08/2023

Riga, Latvia

Summer Intern

National Library of Latvia / Archive & Periodicals Department

- Supported archival and library workflows, including digitization, cataloguing, document handling, and review of periodicals, books, newspapers, and legal deposit materials.
- Organized, transported, and checked incoming and outgoing archival materials for order, completeness, and accuracy.

Relevant Experience

02/2021 – 02/2023
Boston, United States

- Reviewed foreign-language periodicals and identified materials of historical or research interest in Spanish, Dutch, Polish, and German.

Clinical Administrator / Scheduling Coordinator Cataldo Ambulance

- Supported front-desk and administrative operations across high-volume vaccination sites and smaller community-based clinics throughout the Boston area.
- Conducted in-person vaccine eligibility and clinical screening questionnaires, documented responses electronically, verified patient information, and escalated concerns to clinical staff.
- Checked patient IDs, entered sensitive personal and medical information, and maintained accurate records in compliance with privacy standards.
- Scheduled follow-up appointments, coordinated patient intake, and managed patient flow through wayfinding, crowd control, visitor guidance, and observation support.
- Served as a runner between administrative and clinical staff, delivering vaccine doses and supplies to nurses and assisting with supply cart organization and inventory support.
- Worked efficiently in busy, high volume environments.

2017 – 2020
Brookline, United States

Tech Help Volunteer Brookline Senior Center

- Assisted older adults with technology issues, digital literacy, basic device use, and troubleshooting.
- Explained technical information clearly and patiently, adapting communication to different comfort levels and needs.
- Helped seniors build confidence using phones, computers, email, and other digital tools.

Education

2026
Leiden, Netherlands

Linguistics | Bachelor of Arts Leiden University

2021
Brookline, United States

High School Diploma Brookline High School

Skills & Languages

RECEPTION & ADMINISTRATIVE SUPPORT

Front desk operations	scheduling	intake	appointment coordination
client records	case documentation	records management	payment processing
cash handling	inventory support	visitor guidance	wayfinding
remote work			

CLIENT-FACING COMMUNICATION

Phone and email support	guest communication	multilingual customer service	interpretation
dispute resolution	hospitality service	older adult support	cross-cultural communication

TOOLS & PLATFORMS

Excel	HubSpot	Intercom	Aircall
Cloudbeds	Booking.com	Agoda	Hostelworld
Word	PowerPoint	Outlook	Teams
Google Drive	Slack	SAMS	Qualtrics
Google Workspace	Google Calendar	Scheduling	Microsoft Office Suite

LANGUAGES

English	Russian	Latvian	Ukrainian
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Skills & Languages

LANGUAGES

working knowledge of
Dutch and Spanish