

Valeria Bukina

Customer Success & Client Relations | Client Onboarding | Bilingual RU/EN

Rome, Italy • EU citizen (work authorization across the EU) • Open to Remote across Europe • [email] • [LinkedIn URL]

PROFESSIONAL SUMMARY

Client-facing professional with five years of experience guiding people through complex, high-stakes processes and taking ownership from first contact to result. Founder of an education consulting service and former senior waiter / shift lead in fine dining. Strong in client communication, onboarding, complaint resolution and cross-cultural relationship building. Native Russian, professional English, EU-based and available for remote roles across Europe.

CORE SKILLS

Customer Success • Client Onboarding • Client Relationship Management • Customer Experience • Client Retention • Account Management • Complaint & Escalation Resolution • Stakeholder Communication • Cross-Cultural Communication • Process Coordination • Onboarding & Training • Notion • ChatGPT / Claude (AI tools)

PROFESSIONAL EXPERIENCE

Founder & Education Consultant

Dolce Degree (Self-employed) | 2025 – Present | Rome, Italy / Remote

- Founded and run an education consulting service helping international students apply to Italian universities.
- Consulted around 5 students and took on 3 as full clients, guiding them end to end from program selection to enrollment.
- Prepared and submitted scholarship applications resulting in 3 scholarships secured; 2 clients admitted to their target university and 1 relocated to Italy.
- Managed applications across universities in Rome, Milan, Turin and Padua: document collection, translations and apostilles, deadline tracking and direct communication with admissions offices.
- Coordinated a team of 2 assistants, delegating tasks and reviewing their work; built the client base entirely through referrals as the main point of contact.

Food Server

Appetito Gourmet | Sep 2025 – Jul 2026 | Rome, Italy

- Served a high volume of guests across up to 30 tables plus bar over 8-hour shifts, maintaining quality and pace under sustained pressure.
- Handled guest requests and resolved issues on the spot in an Italian-language environment, strengthening cross-cultural and language skills.

Senior Waiter & Shift Lead

La Prima Pizza | 2020 – 2024 | Tallinn, Estonia

- Delivered high-standard service in a fine-dining setting, progressing from waiter to senior waiter and shift lead.
- Led floor service across up to 20 tables over 12-hour shifts, coordinating the team and owning smooth operations under pressure.
- Trained and onboarded around 15 new team members over time, sharing service standards and speeding up their ramp-up.
- Owned the cash register end to end, handling payments and reconciling the till at close with full accountability.
- Resolved guest complaints directly and calmly, defusing issues on the spot without escalation.

EDUCATION

BA in Global Humanities — Sapienza University of Rome

2024 – 2027 (expected) | Rome, Italy

Interdisciplinary program taught in English (culture, society, communication, critical analysis). Thesis: consumption as a language of social distinction — how consumer choices signal social identity and status. Relevant coursework in Marketing and Investments.

LANGUAGES

Russian — Native • English — Professional working proficiency • Italian — Limited working proficiency (improving, based in Rome) • Estonian — Limited working proficiency