

# VIKTORIA MATUS

## Client Account Manager - External Asset Manager

34 years, Ukrainian, valid Swiss work permit B  
Bruederstrasse 7, Bülach (Zurich), 8180, Switzerland  
+41793430477, viktoria.matus@gmail.com



### Summary:

- Languages: Russian and Ukrainian – mother tongue, English – fluent, German – A2.
- 10+ Years of work experience in commodity inspection companies dealing with products including grains, oilseeds, vegetable oils and other agricultural related cargoes.
- Experience in managing and planning import/export process, coordination of cargo inspections, sampling, laboratory testing services, execution of documentation.
- Experienced with FOSFA and GAFTA contractual terms and main shipping documents related to commodity trade.
- Being able to work effectively as part of a team, to multi-task, manage pressure, prioritize and remain detail-oriented.

### WORK EXPERIENCE

#### Account manager

Jan 2018 - Nov 2020

*Intertek Suisse SA, Agri division, Geneva, Switzerland*

Main duties included, but were not limited to:

- Acting as the global point of contact for international commodity trading companies.
- Administrative support for local offices on demands/requests from clients.
- Troubleshooting and issues solving, related to Quality & Quantity survey.
- Reporting, making sure that our clients are duly updated on all aspect of the requested job, issuance of certificates, reports related to trade execution process, various import/export documentation.
- Coordination of inspections. Dealing with products including grains, oilseeds, vegetable oils, feedstuffs, sugar and other agricultural related commodities, also including sulphur and fertilizers.
- Invoicing.
- Optimizing the daily operations, continuous process improvement of high-quality service.
- Building/maintaining close relationships with existing and new clients.
- Working closely with our sales and business development managers to create new business.

Accomplishments:

- Setting up company guidelines for colleagues with the most effective working methods and points of contacts.
- Very often able to assist urgent client cases for shipments to be able to load or discharge cargo, effectively allowing for a shorter docking period meaning it would save our clients tens of thousands of dollars if they had to remain docked for another day. This could occur at any time of the day or night.

#### Operations manager

Aug 2011 – Dec 2017

*Intertek Ukraine, Odessa, Ukraine*

My responsibilities were:

- Coordinating administrative and operation duties, regulating work flow in order to meet client expected time frame requirements, real-time assistance overall services provided for the clients.
- Arranging for and monitor inspections in accordance with procedures.
- Communicating with clients/factories/port agents and forwarders to ensure smooth execution of inspections.

#### Customer relationship coordinator & operations manager

Apr 2010 - Aug 2011

*Ecotec Black Sea ltd. (commodity inspection company), Odessa, Ukraine*

#### Customer service manager, Retail banking

Oct 2008 - Mar 2009

*PrivatBank, Odessa, Ukraine*

#### Credit manager, Retail banking

May 2006 - May 2007

*Pravex-Bank, Odessa, Ukraine*

### EDUCATION

#### Master's Degree - Economics

Sep 2004 - Jan 2009

*Odessa National University of Economics, Odessa*

Program track "Economics and Business Enterprise"/ Speciality "Banking"

Specialist Diploma in "Banking", qualification of economist.

#### ISO 9001 Internal auditor

Training course for Quality management system ISO 9001 by Bureau Veritas

2012

### IT

Microsoft office pack

### Last courses

Klubschule Migros Zürich Limmatplatz – German course A1 (November 2022– February 2022)

AOZ Medios Zürich – German course A2 – in progress right now