

# Viktorija Matus

Account & Customer Relationship Manager | Logistics, Supply Chain, Operations & Compliance | Process Optimization | Driving Operational Excellence | Open to Opportunities in Zurich, Aargau, Zug, Schaffhausen & Thurgau



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Bülach, Switzerland ☆ Swiss Permit B 📅 09 July 1987 🇺🇦 Nationality: Ukrainian

## PROFESSIONAL PROFILE

Experienced Account & Operations Manager with a Master's in Economics and over 12 years of international experience spanning the Inspection, Testing & Certification (ITC), logistics, trade compliance, and banking sectors.

Skilled in B2B client relationship management, supply chain coordination, and process optimization, I have a proven record of streamlining operations, improving documentation accuracy, and reducing workflow delays by up to 30%. My background also includes front-office banking experience, where I honed my skills in customer engagement, financial documentation, and regulatory compliance.

Known for my strategic mindset, attention to detail, and cross-functional leadership, I excel at ensuring smooth collaboration between clients, laboratories, agents, port authorities, and internal teams to achieve high service standards and business efficiency.

Passionate about continuous improvement, customer satisfaction, and data-driven decision-making, I'm now open to new opportunities where I can contribute to account management, operations, supply chain, or customer service management — driving both compliance and business growth in an international environment.

## CORE COMPETENCIES

Logistics & Supply Chain Coordination, Commercial Operations & Order-to-Cash Execution, Supplier & Stakeholder Coordination, Contract, Documentation & Compliance Management, Cost Awareness & Operational Efficiency, Negotiation Support & Commercial Follow-Through, Data Analysis, Reporting & Cost Tracking, Risk Identification & Corrective Actions, Cross-Functional Collaboration (Finance, Sales, Quality, Operations), International & Regulated Environments, Process Improvement & Change Support, Client Relationship Management, Accuracy, Accountability & Attention to Detail

## PROFESSIONAL EXPERIENCE

- 11/2020 - 12/2025** ● Career Break (completed)  
Zurich, Switzerland  
**Family Leave & Relocation**
  - Planned family leave, relocation within Switzerland and German language development
  - Engaged through independent learning and support activities; ready for immediate operational contribution
- 01/2018 - 11/2020** ● Account Manager – Commercial & Logistics Operations  
Geneva, Switzerland  
**Intertek Suisse**
- 08/2011 - 12/2017** ● Operations Manager – Supply & Execution Coordination  
Odesa, Ukraine  
**Intertek Ukraine**
- 04/2010 - 08/2011** ● Operations and Customer Service Manager  
Odesa, Ukraine  
**Ecotec Black Sea Ltd**
- 05/2006 - 03/2009** ● Customer Service Manager / Credit Manager (Retail Banking)  
Odesa, Ukraine  
**PrivatBank and Pravex-Bank**

## EDUCATION

- 2004 - 2009** ● Master of Science (MSc) in Economics, Specialisation in Banking  
Odesa, Ukraine  
**Odesa National University of Economics**

## LANGUAGES

Ukrainian  
Native



Russian  
Native



English  
Proficient



German  
Intermediate (B1)

