



Egor Tolokolnikov

Methodologist / Business Coach

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Education

Specialist in Russian Language and Literature Sep 2008 – Jun 2014

M. V. Lomonosov Moscow State University, Moscow, Russia

Additional specialization in Norwegian language.

MPhil in English Linguistics and Language Aug 2014 – Jun 2016

Acquisition

Norwegian University of Science and Technology, Trondheim, Norway

Courses completed with no thesis.

Employment

Data Entry Expert / Deputy Manager / Aug 2016 – Feb 2023

Junior Project Manager

Tinkoff Bank JSC, Moscow, Russia

During my time at Tinkoff I monitored various quality control procedures, implemented new motivation systems and participated in the development of joint Quality Control / Tuition Sector at the Data Entry Department.

In addition I created and edited 9 online courses for new and experienced employees, and trained more than 60 operators both online and in person.

Aug 2016 – Started as Data Entry operator

Jan 2017 – Promoted to Quality Control specialist

March 2018 – Promoted to Leading specialist

April 2019 – Promoted to Expert

Feb 2021 – Promoted to Deputy Manager

March 2022 – Switched to Junior Project Manager / Methodologist

Aug 2022 – Switched to Quality Control specialist

Linguist Nov 2018 – Mar 2021

Panda School LTD, St Petersburg, Russia

I adapted an online course in English language onto Norwegian linguistic material (levels A1-B1).

Norwegian Language Teacher Jul 2012 – May 2017

Freelance

I taught more than 20 students as a private teacher developing and honing their skills in Norwegian (up to B2 level).

Skills

Client / Business Communication

Teaching

MS Office

Languages

Russian

English

Norwegian

Certificates

IELTS (ACADEMIC)

Nov 2013

Overall band score 7,5

About Me

I am an empathetic and supportive person. As a teacher I do my best to help people achieve their goals while maintaining their mental comfort.