



OLGA PACHINA

- CUSTOMER EXPERIENCE
- RETREAT OPERATIONS SPECIALIST

ABOUT ME

Customer Experience & Retreat Operations Specialist with extensive experience supporting wellness, retreat, travel, and online education businesses. Skilled in customer communication, bookings management, community engagement, and process improvement. Passionate about creating exceptional customer experiences and helping businesses bring structure, clarity, and a human touch to their operations.

HOBBIES & INTERESTS

- Yoga & Wellness
- Retreat Travel
- Ocean Conservation
- Scuba Diving & Freediving
- Gym & Fitness

CORE EXPERTISE

- Customer Support & Client Communication
- Retreat Bookings & Guest Experience
- Community Management
- Customer Journey & Retention
- Workflow & Systems Organization
- Problem Solving & Operations Support

LANGUAGES

- Russian — Native
- English — Fluent



WEBSITE

www.pacholga.com



EMAIL

pacholga1992@gmail.com



SOCIAL MEDIA

[@pacholga](https://www.instagram.com/pacholga)



SOCIAL MEDIA

[/olga-pachina-services](https://www.linkedin.com/company/olga-pachina-services)



LOCATION

Bali, Indonesia



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LOCATION

Bali, Indonesia

PROFESSIONAL EXPERIENCE

Client Experience, Retreat Operations & Community Management

- Managed customer communication across email, community platforms, and support channels
- Guided clients through bookings, payments, cancellations, and travel logistics
- Provided customer and technical support for online memberships, courses, retreats, and events
- Built and improved workflows, support systems, and internal processes
- Collected and analyzed customer feedback to improve client experience and retention
- Managed online communities and fostered meaningful customer relationships
- Maintained a high level of organization while handling multiple projects, priorities, and inquiries

Retreat & Event Coordination

- Coordinated international retreats, workshops, and teacher trainings for groups of 20–80+ participants
- Managed participant communication before, during, and after events
- Coordinated schedules, venues, hosts, partners, and guest logistics
- Handled bookings, cancellations, upgrades, refunds, and customer support
- Resolved issues proactively to ensure a smooth and positive guest experience

RECENT RELEVANT EXPERIENCE

Balearic Retreats

Customer Support & Online Coordinator

Meghan Currie Creations

Head of Communications & PR

Laura Farrier Yoga

Wellness Operations Specialist

Club Life Design

General Manager

MAJA Spa & Studio

Project Manager & Event Organizer

TOOLS & PLATFORMS

Project Management

Asana • Trello • Notion

Community & Online Platforms

Kajabi • Uscreen • Stan Store

Bookings & Payments

WeTravel • Retreat Guru • Stripe

Communication & Email Marketing

Mailchimp • Flodesk

Website Management

WordPress • Squarespace

Workspace & Reporting

Google Workspace • Slack