NATALIYA

NATIONALITY **Belarus**

DATE OF BIRTH September 15, 1974

PERSONAL EMAIL nataliya.208213@2freemail.com

**OBJECTIVE: Household Manager / Personal Assistant.**

 *Personal features*

Capable of working independently and in a team, organized, responsible, ambitious, easy going, objective oriented, strong international skills, capable of managing.

*Flexibility*

Available and willing to travel and relocate.

**EXPIRENCE**

13/03/2012 - 2018Qatar Royal Family

House Manager

*Responsibilities*

• Take orders from homeowners on a daily basis
• Ensure that schedules of all household staff are coordinated properly
• Assign duties to cooks, maids, gardeners and chauffeurs and make sure that they are carried out properly
• Ensure that all household staff is trained properly; train any member of the household staff that may fall short of expectations
• Monitor all members of the household staff to make sure that they are working in accordance to work orders provided to them
• Oversee the maintenance of the house and ensure that any maintenance needs are met immediately
• Hire and direct household staff to perform duties entrusted to them
• Organize and run parties and other events by tending to guests
• Handle travel arrangements for homeowners and assist them with packing activities
• Run errands such as shopping and paying bills
• Perform cooking and laundry duties depending on specific work orders
• Serve as a point of contact for emergencies and urgent queries
• Ensure that a clean and safe environment for homeowners
• Communicate repair and maintenance needs to homeowners and coordinate maintenance efforts with staff and external vendors
• Perform childcare services and accompany children to school and activities

**4/2011 –1/2012HOTEL "GOLEBIEWSKI "**Poland

Housekeeping Supervisor

**Responsibilities:**Responsible for assisting in the training of all housekeeping attendants. Delegating tasks to team members, handling problems or complaints, monitoring all housekeeping attendants, completing relevant paperwork. Ensuring they meet with the highest standards of cleanliness, reporting any maintenance faults to appropriate departments and ensuring the appropriate action is taken. Keeping up to date with equality and health and safety law.

**06/2009-02/2011PUE "FANTASY"**

  Deputy building material store manager

**Responsibilities:**Tradingarrangement, humanresourcemanagement, adequateshoppingservice,
control of commodities delivery and return, safekeeping of property, inventorying stores, program management, preparation of reporting, staff recruitment.

10/2007-05/2009**DLC «ANDEGROUND»**

SalesManager

**Responsibilities:**Directsalesanddeportsupply, conductofnegotiationsandconclusionofcontracts, preparationofreporting, control of accounts receivables, differences settlement with clients, search for new clients, credit arrangements (sale of goods)

09/2005 – 08/2007 **PUE «Fantasy»**

SalesManager

**Responsibilities:** formulationofcommercialproposalsforclients, orderstakingandprocessing, customerservice, invoicesproduction, customerassistance, distributorship, marketingdevelopment, customerdatabasemanagement, activeclientssearch, cooperation with transporting companies, shipment arrangement, conduct of negotiations and business correspondence, maintenance of friendly relations with clients, following of treaty obligations fulfillment;

 10/2000 – 08/2005**DLC «Cartec»**

Manager

**Responsibilities:** Officesetup, documentationarchiving, receiptandredirectionofe-mails, documentssetting, negotiationandsignoff, workprogressmonitoring, registrationofincomingcalls,visitorssupport, documentspreparationandediting, incoming correspondence registration, contracts management,invoice production, clients services.

07/1997-09/2000**CAE «Barakaff»**

 RestaurantManager

**Responsibilities:** Teammanagement, cashflowmanagement, ordering, stafftraining, guestservice, staffrecruitment (barmen, cashiers, waiters, supervisors, couriers and technicalstaff), professional development seminars organization; banquets organization; theme and club parties organization; application writing.

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| 02/1992 - 06/1997**CAE «Barakaff»**waitress |  |
| **Responsibilities:** Guestservice, orderstakingandbanquet organization (payments, putting off, moving off, closing the day), waiters-in-training instruction. |

EDUCATION 09/1991–06/1992 Baranovichi College Belcoopsoyuz

10/1997- 11/ 1998 Mogilev State University of Food Technologies

***Computer courses***

**Skills and expertise:**

* Well-bred speech,business correspondence
* Russian, English, Belarusian, Polish, Turkish
* Computer literate, EXEL, Word, MS Office,Internet
* Interpersonal skills
* Prior experience in management
* Office equipment experience

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**Personalqualities:**responsibility,  purposefulness, educabilityandsensitivityaboutnewideas, sociability, diligence,ability to getoneasily withcolleagues and clients, ability to plan and manage time and work in team.