# C:\Users\Admin\Desktop\Копия IMG_972800.jpgProkoshova

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| **Career Objective** |

*To work in a reputable corporation as a team and internationally growth oriented organization where I will be able to maximize my talents and impart my experiences, skills and professional background inside the challenging environment for achieving the company’s objectives as well as my personal career advancement and financial stability.*

**Career Objective**

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| **Career Summary** |

**Call Center Agent, The Ritz-Carlton Hotel, Abu Dhabi, UAE**

December 2015- Till Present

Duties and Responsibilities:

* Answer, record, log, and process all guest calls, requests, questions, or concerns
* Provide information about hotel facilities, entertainment options, and rules and regulations.
* Announce or describe attractions of the hotel facilities to customers.
* Follow up with guests to ensure their requests or problems have been met to their satisfaction
* Administrative documentation (Leadership presentation)

**Guest Relations Agent, The Ritz-Carlton Hotel, Abu Dhabi, UAE**

December 2013- December 2015

Duties and Responsibilities:

* Meet and greet guests at the main lobby, describe hotel facilities, escort to appropriate outlet or room
* Safety managing guest related matters within the facility by maintaining the highest standard of safety and professionalism.
* Running daily reports and preparation of special amenities for VIP guests, top corporate account guests, repeat guests, long stay guests, top travel agency guests and special occasions.
* Handling all guests’ suggestions and complaints by following the guidelines and ensuring customer satisfaction my main motto

**Account Payable Coordinator “Sofia” Hotel, Koktebel, Ukraine**

September 2011- June 2012

Duties and Responsibilities:

* Provide financial and administrative services to the hotel
* Monitoring day to day expenses
* Inventory keeping account allocation and posting of invoices and processing

payments to hotel suppliers

* Maintaining hotel contracts, ensuring all transactions comply with company financial policies and procedures.
* Assist the marketing manager in relationship building with customers.
* Quote prices and discounts as well as credit terms, and delivery dates.

**Sales Representative “Apteka 36.7” Trading Company, Simferopol, Ukraine**

December 2008 – July 2011

Duties and Responsibilities:

* Greeting customers and determine their needs and wants.
* Assist in receiving incoming calls and respond to Sales inquiries
* Discuss the types, quality and number of merchandise required for purchase
* Recommending merchandise based on individual requirements
* Handle customer accounts and the customer database
* Providing advice to clients regarding particular products or services
* Preparing sales contracts, answer phones and schedule appointments as well
* Maintaining sales records for inventory control
* Arrange the schedule of delivers to various customers ensure the product will be properly received
* Coordinate with Accounting Department to ensure that all sales records, sales summary and delivery schedule accurate and up-to-date at all time

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| **Educational Background** |

* Specialist’s Degree Diploma majoring in “Finance” Taurida National V.I. Vernadsky University, Simferopol, Ukraine. 2001-2006

# Certificate of completion studies “Certified Corporate Finance Manager”, 54 hours,

# American Institute of Business & Management, Abu Dhabi, UAE 2016

# Entry level certificate for Enterprise:1C 8 accountants program, 50 hours, Learning Center “Yspeh”, Simferopol Ukraine 2013

* Certificate of completion studies “ Clerk Secretary”, 370 hours, Simferopol College of Law, Simferopol, Ukraine 2001
* International driving license(UAE)

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| **Professional Skills** |

- Excellent knowledge and experience in hospitality and customer service

- Fluent in both written English and Russian

- Microsoft Office Applications: MS Word, MS Excel, MS PowerPoint

- Knowledge in Opera Express PMS Version 5.0, SUN and Vision Micros