

 Sorokina

***Personal information:***

*Date of birth:*

Civil status: Married

Nationality: Russian

E-mail Address: Sorokina.332850@2freemail.com

Languages: English/Russian

Visa Status: Husband visa

Driving License: UAE

**Career objective:**

To join a professional organization where I can develop myself and own capabilities and at the same time dedicating myself towards developing both the organization business and capacity.

**Work Experience:**

**Mimi Tours LLC Dubai**

November/2010 - June/2013.

**Operation Manager.**

Responsibility:

* Successfully managed the activities of a ten team members in multiple locations.
* Improved service quality and increased sales by developing a strong knowledge of company’s products and services.
* Addressed negative customer feedback immediately.
* Resolved customer questions, issues and complaints.
* Reporting: provide the following reports as per the monthly deadlines to the department manager.
* Rules & regulations: adhere to all company policies and procedures.
* Sales budgets & targets: responsible for achieving budgets & targets of the store including team targets and incentives.
* Customers satisfaction: create customer satisfaction, loyalty and to build customer database.
* Business focus: to be able to adopt an analytical approach to all business related issues and translate them into focused objectives.
* Be highly visible, positive and energetic to ensure building of team spirit, rosters/planning definition, administrative/back office tasks.

**Royal Dreams Tourism LLC**  **Dubai**

August/2007 - November/2010

**Transport Manager**

Responsibility:

* Customers satisfaction: create customer satisfaction, loyalty and to build customer database.
* Business focus: to be able to adopt an analytical approach to all business related issues and translate them into focused objectives.
* Be highly visible, positive and energetic to ensure building of team spirit, rosters/planning definition, administrative/back office tasks.
* Good organizational and time management skills.

**TRAININGS AND SEMINARS ATTENDED:**

* Customer Service Seminar
* Dubai British Council – English Courses

***Education:***

Industrial - Economical College (1997 – 2001 April) Ecologist.