Sergey [Sergey.340752@2freemail.com](mailto:Sergey.340752@2freemail.com)

Work

Experience

|  |  |
| --- | --- |
| April 2016 –January 2017 |  |
| Receptionist |  |
| Main activities and responsibilities: |  |

* Customers checking-in and out.
* Handling customer inquiries.
* Providing guests with all necessary information about company.
* Answering calls.
* Performing other clerical administrative and office duties.

Achievements:

✦ Obtained First Aid and Public Safety Certificates.

✦ Gained valuable leadership and teamwork experience. ✦ Enhanced English communication skills.

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| July 2014 - October 2014 | Nur Hotel Yerevan |
| Administrator/Receptionist |  |
| Main activities and responsibilities: |  |

* Guest check-in and check-out.
* Staff administration and hotel management.
* Conduct in-depth, specialized guided city and country tours.
* Teamwork management.

Achievements:

* Improved customer satisfaction by providing high quality services coupled with tactical customer-centered approach.
* Introduced changes in hotel policy and management that attracted a lot of new customers.
* Acquired experience in hotel administration and management.
* Gained valuable leadership and teamwork experience.
* Enhanced English communication skills.

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| --- | --- |
| April 2013 - February 2014 | Arthurs Aghveran Resort |
| Administrator/Receptionist |  |
| Main activities and responsibilities: |  |

* Guest check-in and check-out.
* Staff administration and hotel management with PMS (property management systems, see Computer Skills).
* Teamwork management.

Achievements:

✦ Acquired experience in hotel administration and management.

✦ Acquired experience in working with PMS (property management system).

✦ Gained valuable leadership and teamwork experience.

✦ Enhanced communication skills.

✦Significantly improved English skills.

August 2009 - October 2012 Inet Club LTD

Operator and Top Manager in Internet Club

Main activities and responsibilities:

✦ Computers and systems maintenance.

✦ Monitoring Internet Club Clients.

✦ Maintaining cash handling and payments.

✦ Troubleshoot network related hardware and software problems.

✦ Helpdesk maintenance.

1Updated: February 02, 2017

Internship February 2015- April 2015 Ministry of Economy, Department of Tourism

Main activities and responsibilities:

* Participation in negotiations with local and international tourist organizations and debates on nationwide Tourism Development projects.
* Official site updating and maintenance.
* Maintenance of Departmental IT systems and software.

Achievements:

* Became familiar with the functioning of the Department of Tourism and acquired managerial problem solving skills.
* Gained sound experience in working with Mulberry - a state department management system.
* Familiarized with the legal documents and procedures regulating Tourist activity in Armenia.
* Participated in preparation of Tourism Development Concept for 2015-2016.
* Collected data for Bachelor thesis project.

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| --- | --- | --- |
| Education | September 2011 - May 2015 | Russian-Armenian (Slavonic) State University |
|  | BSc in Tourism and Public Service | Institute of Economics and Business, |
|  | (with Honor) | Department of Management, Business and Tourism |
|  |  |  |

BSc. Thesis Title: "New types of tourism formation prospects in Armenia"

Scientific Advisor : Dr. ArmenuhiAvetisyan,

Achievements:

* Involved in course and research projects in Business Tourism, History of Culture, Study of Hospitality Traditions, Ethno-Tourism, Hospitality Management, Study of Franchising System in the Hotel Industry, etc.
* Attended Tour Guide Training courses, instructed by top specialists in this area.
* Gained sound experience with Sabre Global Distribution System.
* Acquired extensive knowledge in Economic Theory, Culturology, Theory of Hotel Industry and Catering Management.
* Gained experience in tourism product development and delivery.
* Attended an internship, organized by Department of Tourism, Ministry of Economy.

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| --- | --- | --- |
|  | Cumulative GPA: 3.67/4.0 |  |
| Skills |  |  |
| Computer skills | Operating Systems | Windows 2000, XP, Vista, 7, 8 |
|  | Document Edition | Microsoft Office |
|  | Computer Graphics | Photoshop CS |
|  | Property Management Systems | Libra |
|  | Sabre Global Distribution System | Sabre Airline Solutions |
| Languages | Fluent in English, Russian (native/bilingual), Armenian (native/bilingual) | |
| Professional skills | Planning the new tourist destinations to facilitate the development of regional tourism. | |
| Professional | Tourism and Hospitality Management, Theory of Guide Services, Theory of Economics, History of Armenia, | |
| Interests | History of Architecture, Ecology and Promotion of Sustainable Enterprises and Healthy Lifestyle. | |

2Updated: February 02, 2017