**Adelina**

E-mail: **adelina.363286@2freemail.com**

Residence: **Dubai, UAE**

**Personal data:**

Birth date: Feb15, 1994

Nationality: Russian

Marital status**:** Single

A multi-lingual, articulate person with the necessary confidence to communicate and negotiate effectively at all levels both socially and commercially. I have acquired numerous skills both in practice and at training courses that will provide significant added value to any employer.

**Objective:**

To attain business oriented position that promotes sales and marketing experience, while expanding company-wide knowledge to meet goals. Playing a challenging role in a fast-paced working environment, where contributed strategic initiatives can create branding activities, utilizing thoughtful leadership and communication skills.

**Qualifications Summary**:

* Extensive knowledge of principles and processes for providing customer and personal services, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
* Outstanding communication and interpersonal skills.
* Excellent ability to use diplomacy and non judgmental behavior in stress situation.
* Communication, coordination and analysis and Leadership skills , Decision making and problem solving &People management
* Flexible, Reliable, Patient, Sociable, Diplomatic .

**Trainings**

\* Customer Service Focus – How to Win and Keep Customer;

\* Telephone Skills and Communication;

\* Handling complaints;

\* Sales Techniques and Up-selling;

\* Guest Service and Business Development

**Social skills**

An enthusiastic individual with a keen willingness to learn and a flexible attitude to adapt, diversify and fit in any environment. Team member with a gregarious personality, possessing the ability to work on my own in a discreet and professional manner.

Out-of-box thinking approach. Always smartly dressed, articulate and presentable. Able to take ownership of issues and to work alone with little or no supervision.

Extremely organized with a high level of attention to details. Able to respond the timeframes and deadlines with pace and possess the skills necessary to solve problems, work under pressure & motivate other to do the best for the work.

**Education:**

2011-2018 Higher – Chelyabinsk State University

Linguist/Tourism manager

**Languages.**

**Russian:** Native language

**English:** Full working proficiency

**Spanish:**  Basic level

IT skills.

Knowledge of MS. Office MS, Word, Excel, PowerPoint,

 Internet and Email, 1C

SPSS, Lingvo.

 Dealing with any program through short training.

**Professional experience:**

Millennium Hotels and Resorts September 2015 – until present time

Millennium Airport Hotel Dubai – (341 rooms)

**Position**: **Reception /** **Guest relation**

**Responsibilities**:

* ensure and provide flawless, upscale, professional and high class guest service experiences;
* analyse customer feedback and provide strategic direction to continuously improve overall rating;
* respond to guests needs and anticipate their unstated ones;
* expect and react promptly to guests’ requirements and inquires;
* actively listen and resolve guests’ complaints;
* coordinate and manage communication between guests and staff and follow up to ensure complete service recovery;
* To maintain the standard of service in the restaurant area and ensure that guest has been taken care of the most.
* Handling customers complaints in a professional and *diplomatic way .*
* Follow up to find out guests complains and resolve them on time.
* Coordinate with housekeeping to ensure all special request are handled promptly .
* Correctly handle phone calls for diverse customer request and channel to appropriate recipients.
* Farewell the guests and express desire for business continuation.
* Present the menu options and make recommendations to guests.

**April 2014 - Sep 2015 Ariant-agro - Chelyabinsk, Russia**

**Position Hr-manager, Office Manager**

**Responsibilities:**

* recruitment and selection .
* promoting equality and diversity as part of the culture of the organisation;
* developing job descriptions and person specifications, preparing job adverts, checking application forms, interviewing and selecting candidates.
* preparing staff handbooks.
* using a range of office software, including email, spreadsheets and databases; recording office expenditure and managing the budget;
* overseeing the recruitment of new staff, sometimes including training and induction.
* implementing and promoting equality and diversity policy.
* writing reports for senior management and delivering presentations.

**Professional Experience And Abilities:**

* Flexible, Reliable, Patient, Sociable, Diplomat .
* A Great Capacity for Learning .
* Updating work colleagues on business performance, new initiatives and related issues .
* Providing focus and direction to subordinates.
* Decision making and problem solving &People management .
* Accuracy and attention to detail .
* Ability to work as part of a team .