Larissa.364061@2freemail.com Curriculum Vitae

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Application documents for GULFJOBSEEKER

As an Travel Manager

To Person

Date of birth 21.02.1970

Place of birth Ishewsk

Nationality Deutsch

Family status Married

Professional Career

10/16 - today **Customer** **Service Staff**

Buhl Gastronomy GmbH, Düsseldorf

* Breakfast service stocking up and acknowledge
* Prepare the evening events, decorating and serve
* Guests with food and drink
* Guests Entertainment

08/2015 - 12/2016 **Travel agent**
 Company clever booked  (Help)

Offer creation

Customer advice and customer complaint

Telephone contact with customers and organizers

Booking individual and group travel

Flight and hotel and car rental reservations

Complaint processing

12/2014 - 06/2015 **Call Center Agents**

Competence Call Center for Air Berlin, Essen

* Postings and transfers the flight
* Seat reservations and sports luggage transport
* Edit the severely disabled passengers
* Unaccompanied children manage

01/2012 - 10/2014 **Travel agent**

Travel Voyage travel agency, Kiev

* Telephone contact with customers and travel agencies
* Customer advice and customer complaint
* Booking individual travel
* Flight, Hotel an Bus booking
* Proper conduct of documentation

06/2011 - 12/2011 Return to Germany, looking for work.

04/2010 - 05/2011 **Travel agent**
 Tam de Lito travel agency, Kiev

Customer advice and customer complaint

Telephone contact with the customer

Complaint processing

Booking individual travel

Flight, hotel and bus booking

Proper conduct of documentation

08/2008 - 03/2010 **Service Power**
 Buhl Gastronomie GmbH, Düsseldorf

Acceptance of Goods

Prepare the evening events, decorating and

Serve

Guests with food and drink

Guests Entertainment

12/2006 - 03/2008 **Office clerk** Private job placements, used for
 LEG Housing and Property Company, Düsseldorf

General office work

Preparation of the purchase contracts

05/2006 - 11/2006 **Office clerk** The Randstad, used at
 ALDI management, Rheinsberg

Postein and output

Document Management

General secretarial duties

09/2005 - 11/2005 **Data type of operator** Job AG, used at
 A + S GmbH, Willich

Collection of data

05/2004 - 08/2005 **Travel agent**

 Air exchange travel agency, Gelsenkirchen

General Correspondence

General travel agency activities

Offer creation

Booking individual and group travel

Consulting and customer complaint

02/2002 - 03/2002 **Employee**

 All kinds of decoration, Recklinghausen

Fill up the inventory

Review of the goods

Labelling of the product

Checkout activity

07/2001 - 01/2002 Looking for work

12/1998 - 12/1999 **Sales Rep**

 Diakonia, Recklinghausen

Sorting of the product

Labelling of the product

Checkout activity

Perform sales calls

06/1996 - 02/1998 **Employee in production**

 Dr. Friedrichs Group, Wertheim/Main

Goods labelling

Thermometer together

Prepare delivery

07/1990 - 06/1994 **Secretary**

 IPC "sistema", Kiev
 Operating association "agro-tech nutritional industry service", Kiev

 (acquisition)

General secretarial duties

General Business Correspondence

02/1989 - 12/1989 **Executive secretary**

 Torin inspek top management of financial activity, accounting
 And control - ministry for assembly and construction acha work,  Kiev

General secretarial duties

Preparation of business correspondence

Deadline monitoring and lending

Telephone consultation with business partners

Planning the Meeting Dates

09/1988 - 02/1989 **Secretary**

 Parties of Committee, Kiev

General secretarial duties

General Correspondence

Vocational training and further education

08/2015 - 12/2015 **Further education  office clerk**
 DEKRA Academy, Düsseldorf

12/2005 - 04/2006 **Further education  office clerk**
 FuWe GmbH, Krefeld

04/2002 - 01/2004 **Retraining for the travel agent**
 Training workshop in the transport industry, Castrop-Rauxel

01/2003 - 07/2003 Internship as a travel agent in the air exchange
 Travel agency, Gelsenkirchen

05/2000 - 06/2000 **Labor market seminar**

 That, Recklinghausen
 Focus: Trade

09/1985 - 06/1988 **Training office clerk,** Kiev

School education

1977 - 1985 Real School Kiev
 Conclusion: tray upper secondary education

Special knowledge

Computer skills MS Word: good knowledge
 MS Excel: Good knowledge

Travel information Computer systems - Bistro Portal, Merlin, Toma, START Amadeus
 IATA Ticketing
 Theoretical knowledge: Deutsche Bahn, cruise, Travel Law

Languages Russian as a mother tongue

   Written and spoken English

 German fluent in spoken and written

Seminars  Accounting (wage and salary accounting)
 Economy

 CAMPUS

 Crises and security management

 Round trips and political unrest

 CAMPUS

 Start to the season for winter program 2016/17

 CAMPUS

  The tour and Meiers Weltreisen

 System Training

 CAMPUS

 Cities and Road Travel

 CAMPUS

 Luxury & Premium Travel

 Travel ideas for the highest demands

 CAMPUS

 Hotel and car rental bookings

 CAMPUS

 Target Area Turkey

 The magic of the Aegean coast up to the Riviera

Düsseldorf, January 2017