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# Curriculum Vitae

**Desislava**

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***Professional experience***

***Personal Assistant to the Director and the CEO Jan 2015 – to present***

*Al Zain Trading Co. W.L.L., Manama, Kingdom of Bahrain*

The company is a luxury jewellery manufacturer, retailer and a wholesaler, with an own factory facility, and 9 boutiques across the GCC region.

Role and responsibilities:

* Full administrative support to the Director and the CEO
* Full support to Head Executives and coordination, when required
* Maintaining corporate calendars and all corporate meetings
* Maintaining the Director’s and the CEO’s calendars
* Organizing Meetings, preparing Minutes and Agendas
* Maintaining office systems, data and records
* Preparing briefing papers, reports, presentations, profiles
* Liaising with internal and external stakeholders
* Travel arrangements for Director, CEO, company guests and external stakeholders
* Executing researches of different nature and presenting findings
* Communicating on Director’s and CEO’s behalf
* Managing urgent assignments
* Following-up employees’ and managers’ job execution progress and task lists
* Maintaining departmental task-lists
* Taking care of Director’s and CEO’s personal arrangements – payments, memberships, documentation, renewals of insurances, registrations, etc.

Additional duties:

* Communication coordination with jewellery suppliers
* Member of “Selection Panel” for “Employee of the month”
* Member of “Social Committee”

Awards:

* Outstanding performance award, March 2017

***Air Stewardess, Business Class Sep 2006 – Jan 2015***

*Gulf Air International Airline Company, Manama. Kingdom of Bahrain*

Role and Responsibilities:

* Undertaking a wide range of international in-flight safety and security procedures, e.g., safety and security checks, emergency equipment handling, passengers screening, dangerous goods handling procedures, emergency drills, First Aid, public safety and security, etc.
* Delivering quality standards of service, as per SOPs
* Liaising with Airports’ Ground staff, Catering staff, Cleaners
* Ensuring all necessities for the flight are on-board
* Proficiently interacting with diverse range of customers
* Working efficiently in a multi-cultural team

***Executive Merchandise Coordinator Jan 2006 – Sep 2006***

*Spiering Ltd., Burgas, Bulgaria*

The Company was the official sales representative and agent for eleven German companies, on the territory of Bulgaria. Companies include: Kessel AG, GroheAG, Leifeld Metal Spinning AG, Magnaplast GmbH, Wefaplast GmbH, etc.

Role and Responsibilities

* Merchandise Coordination – taking and processing orders, liaising with manufacturers and monitoring delivery
* Liaising between manufacturers and customers
* Business development support
* Corporate Customers Relationships Management
* Translations of manuals and catalogs

***Retail Customer Service Sep 2005 – Jan 2006***

*GloBul, Burgas, Bulgaria*

Globul was a Bulgarian Mobile Network and Telecommunications provider, current name is Telenor

Role and Responsibilities

* Providing full support and service to both individual and corporate customers
* Sales of services and goods
* Maintaining documentation, records and administrative support
* Daily financial reports
* Technical support

***Receptionist May 2005 – Aug 2005***

*Neptun Beach Hotel, Sunny Beach, Bulgaria*

The Hotel operates on seasonal basis, with majority of foreign tourists.

Roles and responsibilities

* Reservations and guest registration
* Liaise with Housekeeping, Room Service, etc.
* Provide related administrative support
* Maintain documentation, records and all log books

***Executive Secretary Apr 2003 – Apr 2005***

*EGIDA Ltd., Burgas, Bulgaria*

Real Estates Agency.

Role and Responsibilities

* General office administration
* Property documentation maintenance
* Contracts preparation
* Web site support, maintenance and advertisement
* Sales (part time)

***Shop and Storehouse Manager Feb 2002 – Apr 2003***

*Global Source Textiles Agencies W.L.L., Burgas, Bulgaria*

The company was a franchisee and official manufacturer for Adidas International Trading BV.

Role and Responsibilities

* Financial responsibility and inventory management of the outlet and storehouse
* Supervising team members
* Ensuring smooth operation and workflow
* Maintaining all related documentation
* Daily cash transactions and financial statements
* Preparing reports and liaising with Head Office

***Personal Skills***

* Self-driven and highly motivated
* Ownership and responsibility of duties and tasks
* Focused on delivery, effectiveness and quality
* Strong organizational and prioritization skills
* Ability to deliver under pressure and tight deadlines
* Performing duties in professional and politically astute manner
* Confidentiality
* Meticulousness
* Strong problem solving skills
* Excellent communication and interpersonal skills
* Ability to develop and maintain productive business relationships
* Experienced in working in multi-cultural environment
* Team player

***Education***

* BTEC HND Business Studies Application – Oxford College, UK, 2016
* Diploma in Business Administration – Oxford College, UK, 2014
* Diploma in International Tourism, “Hotels and restaurants management” - College of Tourism, Bourgas, Bulgaria, 09/2000 – 09/2005

***Certifications***

* Diamonds Essentials, GIA - 2016
* Customer Service - Bahrain, 2011

***Computer literacy***

* MS Office advanced
* Photoshop average

***Languages***

* English – fluent written and spoken
* German – advanced written and spoken
* Russian – average written and spoken
* Bulgarian – native