**OLHA**

# Personal Information

Nationality: Ukrainian

E-mail: [olha.374066@2freemail.com](mailto:olha.374066@2freemail.com)

Address: Abu Dhabi, UAE

# Objective

Proactive, self-motivated and result-focused professional with strong analytical and excellent communication skills, attention to detail and international experience in hospitality is seeking for a challenging position to further develop within your company.

# Education

* **Khmelnitsky National University, Ukraine**

Master degree in Environmental protection, Management and Administration June, 2008

# International Business School, Copenhagen, Denmark

Courses of Business English July, 2010

# International Business School, Copenhagen, Denmark

Personal Assistant courses July, 2010

# The Ritz-Carlton Abu Dhabi, Grand Canal, UAE

Cross-training Finance department, Accounts receivable September 2014 – March, 2015

# The Ritz-Carlton Abu Dhabi, Grand Canal, UAE

Cross-training, Credit cards training October, 2014

# Skills

* Certified Microsoft Office Specialist: Outlook, Word, Excel, and Power Point.
* Expert in hospitality software programs: MICROS, Opera, Oracle
* Qualified to write business e-mails and review outgoing letters for technical and grammatical accuracy.
* Effective organizational and time management skills
* Hard worker able to work under the pressure
* Excellent etiquette in communication
* Extremely attentive to detail with a high level of accuracy
* Effectively work collaboratively with coworkers, supervisors and juniors
* Skilled in prioritizing the work and handling the multiple tasks simultaneously
* Quick learner with proven track record in giving the result quickly
* Proficient in maintaining the confidentiality.

# Experience

**The Ritz-Carlton Abu Dhabi, Grand Canal, UAE Sales and Customer Service (Sales, Reservations)**

**June, 2016 – Present**

* Efficiently manage telephone calls and emails on a daily basis,
* Take reservations for all outlets made via phone, email, or personal in a proactive way, answering the incoming calls as per company’s standards
* Maximize revenues by skillfully upselling the restaurants, promotions and following budget guidelines
  + Handle group reservations and enquiries for up to 75 persons in the restaurants as per the standard policies.
  + Sending proposals and confirmations
* Follow-up of proposals and confirmations on or before cut-off dates.
* Ensure accurate input of restaurant reservations details in the ResPack system.
* Use and maintain the ResPack Restaurant Reservations System as per given procedure.
* Prepare and send written confirmation e-mails for all the bookings according to the reservations standards.
* Handle reservation changes and cancellations
* Prepare Reports and Statistics
* Keep myself updated with the current and future restaurants status and the occupancy levels

# The Ritz-Carlton Abu Dhabi, Grand Canal, UAE Customer Service (Hostess) January,2014 –June,2016

* Respond to online and phone requests, make reservations
* Process daily administrative tasks using Opera, ResPak, Micros, and Excel
* Interact with guests; make food and beverage suggestions, ask guests for constructive feedback for future improvement
* Ensure smooth operation and that the guests are served in a timely manner Close cash check reports

# Commerce consulting service in Accounting firm ‘’Property’’ ’Vinnitsa, Ukraine Legal consultant March, 2011 – December, 2013

* Process daily administrative tasks, prepare legal documents including listings and sales contracts, prepare and submit various contracts
* Analyze market trends to determine competitive market prices
* Identify and measure current/future costs and opportunities for companies and

- clients Evaluate projects and business plans according to governmental legislations

- Process daily administrative tasks, prepare legal documents including listings and sales

* contracts, prepare and submit various contracts
* Analyze market trends to determine competitive market prices

# MultiCom Digital LLC, Copenhagen, Denmark

**Personal Assistant, October 2009 - December, 2010**

* Assisted the Director in day to day operation
* Analyzed the business data, derive the interpretation and provide inputs to the Director for strategic decision making
* Handled Calendar management
* Updated the regular MIS and generate the monthly progress report
* Co-ordinate with various team leaders and cross functional heads for effective deliverable