Curriculum vitae



Personal Information



|  |  |  |
| --- | --- | --- |
| **FIRST NAME / SURNAME** | Dmyrto | |
| **ADDRESS** | UAE, Dubai | |
| **EMAIL** | [Dmyrto.382361@2freemail.com](mailto:Dmyrto.382361@2freemail.com) | |
| **NATIONALITY** | Ukrainian |  |
| **DATE OF BIRTH** | 07.03.1992 (26 y.o.) | |
| **GENDER** | Male | |
| **DESIRED POSITION** | Sales Associate, Customer Service | |
| Work Experience |  |  |

**DATES**

**POSITION**

**RESPONSIBILITIES**

**EMPLOYER / ADDRESS**

**DATES**

**POSITION**

**RESPONSIBILITIES**

**EMPLOYER / ADDRESS**

November 2017 - present

Senior Waiter

Provide guests with an exceptional dining experience and monitor dining area to ensure best quality service Handle all routine customer problems, ensuring all concerns were corrected and customers left satisfied Train new waitstaff on basic techniques and the specific

expectations and procedures in the restaurant Ramusake Japanese Restaurant / UAE, Dubai

November 2016 - November 2017 Commis De Rang

Provide professional and efficient service

Be knowledgeable of all services and products offered by the hotel

Ensure that the work place is kept clean and organized Handle guest enquiries; report guest complaints Attend all staff meetings, and hotel initiated trainings scheduled

Palazzo Versace | Enigma Restaurant | UAE, Dubai

Curriculum vitae



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| --- | --- | --- |
| **DATES** | January 2015 - April 2016 |  |
| **POSITION** | Waiter |  |
| **RESPONSIBILITIES** | Serving guests as per high luxury standards |  |
|  | Promoting Starwood Preferred Guest program |  |
|  | Maintain smooth operation on the floor |  |
|  | Project at all times a positive and motivated attitude and |  |
|  | exercise self-control |  |
| **EMPLOYER / ADDRESS** | St. Regis Doha | Qatar, Doha |  |
| **DATES** | March 2015 - November 2015 |  |
| **POSITION** | Sales Associate |  |
| **RESPONSIBILITIES** | Welcome customers, give advice and guidance on |  |
|  | product selection to customers |  |
|  | Follow policies and procedures relating to cash credit |  |
|  | card transactions, stock handling and pricing |  |
|  | Handle customer’s complaints in a professional way |  |
|  | Organize promotional events and set up displays |  |
| **EMPLOYER / ADDRESS** | Mobile store "Allo" | Ukraine, Kiev |  |
| Education and Training | 2009 - 2012 |  |
| **DATES** |  |
| **QUALIFICATION AWARDED** | Bachelor |  |
| **PRINCIPAL STUDIES** | Tourism service, hotel business and gastronomy |  |
| **INSTITUTION** | University of Information Technology and Management |  |
|  | Poland, Rzeszow |  |
| **ADDITIONAL** | Starwood Service Culture Training |Food Hygiene |  |
|  | Training | CrossTraining Certificate for Bellman |  |
| Skills and Competences | Polish language Diploma |  |
|  |  |
| **LANGUAGE SPOKEN** | English | Russian |  |
| **OTHER LANGUAGE(S)** | Ukrainian | Polish |  |
| **COMPUTER SKILLS AND** | Advanced in POS Micros | Excellent skills in Adobe |  |
| **COMPETENCES** | Photoshop | Regular user of Microsoft Word, Power point |  |
|  | and Microsoft Excel |  |

