 **CV**

**Litvinchuk Nadia**

Place of birth: **Belarus. Brest**

Mobile: **+375 29 588 54 53**

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**Education and qualifications:**

**2006-2012-Brest state technical University**

Economy and management at the enterprise construction/the economist

**2004-2005-Brest state College of Commerce**

Sales and Marketing Development /seller

**Work experience:**

* **Senior shift Banquet service**

***07.2017- 12.2018 Four Seasons hotel******Moskow***

Responsibilities: preparation of halls for events, management, coordination of Junior staff in preparation for events and during their conduct, training of team leading staff. Providing high-quality service,serving guests in accordance with the established standards of the hotel chain, assistance in resolving issues arising from guests.

* **Senior shift (vip Lodge)**

***06.2018-07.2018-Luzhniki Stadium Moscow(FIFA World Cup 2018*)**

Responsibilities: Providing high-quality service, serving guests according to the established standards of the Luzhniki stadium, assistance in resolving issues arising from guests, preparation of halls and Vip boxes for events, management, coordination of Junior staff in preparation for events and during matches.

* **Senior shift vip lounge**

***08.2016- 07.2017- Azimut Olympic hotel Moscow****.*

Responsibilities: Advising guests on all emerging issues and assistance in solving them, in accordance with accepted standards.Preparation of daily reports(accounting of alcoholic beverages, guest lists, movement of goods, receipts and expenditure documents, etc.) Entering information about guests in the hotel management system and its constant updating, providing information about complaints and suggestions of guests Front office Manager. Control of order in the guest areas and in the work area, coordination of Junior staff (waiters, maids).

* **Tourism manager**

***12.2011-05.2012*-LLC “Rosting”**

Responsibilities: The search of travel products, consultation of clients on the tour services, the transactions on loans for tour services, insurance clients, paperwork advice and support-based payment transactions with clients, escorting tourists from buying rounds before boarding the plane, ensure viability of the office: working with POS hardware, provision of office stationery, preparation of daily reporting ,ensuring that the appropriate level of comfort and service to customers the office..

* **Tourism manager**

***05.2011-12.2011***-**PUE "Supertravel"**

Responsibilities: Attract customers. The search of travel products, consultation of clients on the tour services, the transactions on loans for tour services, insurance clients, paperwork advice and support-based payment transactions with clients, escorting tourists from buying rounds before boarding the plane, ensure viability of the office: working with POS hardware, provision of office stationery, preparation of daily reporting,ensuring that the appropriate level of comfort and service to customers the office.

* **Credit agent**

***10.2010-04.2011-*** **JSC "Delta Bank"**

Responsibilities: consultations of clients in the choice of credit product and on the terms of the loan, registration of online applications, conclusion and after-sales support of transactions, registration of necessary documentation, preparation of daily reports.

* **Credit agent**

***08.2008-12.2008-*LLC " Home Credit Bank"**

Responsibilities: consultations of clients in the choice of credit product, registration of online applications, conclusion and after-sales support of transactions, registration of necessary documentation, preparation of daily reports

**Skills:**

Fast and proficient IT: Word, Access, Internet explorer.

Teamwork: enjoy working in both team environments and independently

Communication skills: easily interact with the people find the way out of any difficult situations

**Language:**

**English**: Upper Intermediate **Polish**: Upper-Intermediate

 **Personal qualities**: purposefulness, punctuality, sociability, responsibility.

**Interests:** travel, Books on psychology, learning foreign languages, swimming pool