



👤 30 ani  
♂ Masculin  
📍 Chișinău  
💰 22 000 MDL

## Preferințe

- Full-time

## Limbi

- **Română** · Nu cunosc
- **Rusă** · Fluent
- **Turcă** · Fluent
- **Engleză** · Comunicare

## Permis de conducere

Categoria: B, C

**Datele de contact sunt contra cost. Detalii aici: <https://www.lucru.md/ru/preтури/cv>**

# Turism Manager

## Despre mine

Communication skills:

Convincing potential partners to co-operate with the company I represent;

Experienced listener and communicator who effectively collects and conveys information verbally and in writing.

Organisational / managerial skills:

Leadership (currently responsible for a team of 10 people)

Good organizational skills obtained as Business Development Manager at EREF Travel, responsible for

networking and arranging meetings among the agencies of companies that use our

Website.

Good team leading skills gained as a Retail Control Team Member at F1 Azerbaijan Grand Prix

Job-related skills:

fast learner

flexible and adaptable

team player with excellent communication skills

stress resistable

proficient user of office equipment and Microsoft Office Programmes

able to work with huge amount of paper work

good listener with excellent assistant skills

proficient negotiator

## Experiența profesională

**Sales Manager** · EREF Travel · Istanbul

*August 2017 - Prezent · 8 ani 4 luni*

Market analysis

Search for new partners

Studying competitors

Negotiating with potential partners

Signing of contracts

Expanding relationships

Organization of business meetings

Management of team work  
Achieving growth and hitting sales targets

**Outgoing manager and Contract manager ·**  
**Regea Travel, Baku (Azerbaijan)**

*Februarie 2017 - August 2017 · 7 luni*

Work as DMC( hotels in Baku) in Azerbaijan for Hotelspro  
Dealing with managers of organized travel groups, travel agencies; accepting and forwarding tourists  
Receiving and processing calls  
Telephone consultation for clients  
Dealing with e-mails  
Calculating the price of tours  
Leading customers from the moment of calling to returning from tour  
Controlling payment for tours  
Searching and booking hotels, transport, museums, public catering points (café, restaurant)  
Working with railway agencies (booking and preparation of railway tickets)  
Creating and calculating new tours  
Managing and filling company's website (prices, programs)  
Dealing with contracts of hotels, museums, transport companies  
Working with guides

**Night manager · Lake Palace Hotel, Baku**  
**(Azerbaijan)**

*Ianuarie 2016 - Februarie 2017 · 1 an 2 luni*

Manage and monitor activities of all employees in the Front Office department making sure they  
adhere to the standards of excellence and to the guidelines set in the employee handbook, hotel  
policies and procedures, coaching, training and correcting where needed.  
Maintain a professional and high-quality service oriented environment at all times  
Act as manager on duty for the hotel in the absence of the Front Office Manager dealing with  
complaints, problem-solving, disturbances, special requests and any other issues that may arise  
Manage the night shift in the department ensuring all employees perform the tasks assigned to them  
and coordinate Front Office activities with other departments  
Inform all Overnight staff of nightly activities, group and VIP arrivals as well as special requests and  
repeat guests.

**Retail Control Team Member · Formula 1 Azerbaijan**

## **Grand Prix, Baku (Azerbaijan)**

*Iunie 2016 - Iunie 2016 · 1 lună*

Control of non-cash payment of purchases

Organization of business meetings

## **Receptionist · Caspian Business Hotel, Baku (Azerbaijan)**

*Ianuarie 2015 - Noiembrie 2015 · 11 luni*

welcome and greet guests

answer and direct incoming calls

inform guests of hotel rates and services

make and confirm reservations for guests

ensure proper room allocation

register and check guests in

confirm relevant guest information

verify guest's payment method

verify and imprint credit cards for authorization

issue room keys and direct guests to their rooms

maintain clear and accurate records of guest room bookings

compute all guest billings, accurately post charges to guest rooms and house accounts

receive and transmit messages for guests

retrieve mail, packages and documents such as faxes for guests

listen and respond to guest queries and requests both in-person and by phone

provide accurate information about local attractions and services

liaise with necessary staff including housekeeping and maintenance to address any problems or

complaints made by guests

complete and maintain any incident reports, daily activity reports or other reports requested by

management

manage conference room bookings and scheduling

close guest accounts and check guests out

review accounts and charges with guests during the check-out process

process accurate payment of guest accounts

inform housekeeping when rooms have been vacated and are ready for cleaning

monitor visitors to the hotel

enforce rules and policies of the hotel

## **Studii: Superioare**

### **Baku State University**

*Absolvit în: 2018*

Facultatea: International Relationships and Economics

