

Diana Galli

Date of birth - 20 Dec.1985; Nationality: Russian

Marital status: single

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Objective: I am looking for a position in a company where I can use my professional management and supervision skills, representation of interests, translation activities or other work.

Profile: have a long practice of personnel management and work organization, communication and work with people (settling of conflict situations and giving explanations), accurate and purposeful leader. Able to work independently using initiative and as part of a team, own speech and written English and Arabic.

Education: Higher (International Legal Institute the Ministry of Justice of Russian Federation, (civil law), Moscow, 2008)

Work experience:

04/2018 - present Administrative director of the net of the hotels "Winterfell Hotels", Moscow, Russia.

Function: - ensuring permanent operation, organization of work and ensuring the economic efficiency of 18 hotels; - recruitment and staff scheduling; - instructions for staff, control over the performance of duties for the productive work of hotels (subordinate to more than 50 people); - maintenance of social networks and advertising content of the company; Ghotel program; - control over the quality of guest service, resolving conflicts with guests; - purchase of necessary consumables and control of their use; - introduction of new ideas and technologies in the process of hotel activities.

03/2017 – 04/2018 Administrator on the reception of the hotel "Winterfell Hotels", Moscow, Russia.

Function: - reception and accommodation of guests, check-in and check-out; - ensuring comfortable conditions for guests to stay at the hotel, monitoring the work of the cleaning lady; - preparation of the room stock, informing and helping guests, preparing the necessary documents and maintaining accounting systems for guests; - taking measures to resolve conflict situations.

07/2015 – 03/2017 Self - Assistant of director international MOBRUK Co., Egypt – Russia.

Function: - business correspondence in English and Arabic, translation of documents; - participation as an interpreter at exhibitions and business meetings; - conducting excursions in English to the sights of Moscow; - booking additional services and providing them; - transfer of tourists airport - hotel - station; - providing support to the head on legal and other issues of the company's work 24 hours; - documenting the export and import of goods (cars, vegetables).

09/2013 – 06/2015 Sales manager, administrator, cashier in ENZAHOME, Hurghada, Egypt.

Function: - greetings of the company's clients, product presentation; - control over the work of employees and auxiliary workers; - settlement of conflict situations; - maintaining the established order in the Show room; - maintaining company pages on the Internet (adding new collections and description in English); - conducting cash transactions and settlements with clients; - work in the "Bank - Client" and "Business Pack" programs.

10/2012 – 07/2013 Administrator Movenpick Hotel, Egypt, Hurghada.

Function: - greeting guests and their accompaniment; - answering questions and resolving guests' problems; - settlement of conflict situations; - providing information about services; - booking additional services and providing them.

07/2006 – 10/2012 Assistant of the Federal Judge for Civil Cases in the city Court of Law, Smolensk, Russia.

Function: - to assay the laws changing and law-courts practice; to write projects of the verdicts; to take part in a court session like a secretary; to give a legal recommendations for visitors and coworkers.



Additional information:

- foreign languages: English – Intermediate; Arabic – Beginner, Native Russian;
- ready for business trips;
- international driving license (Category B);
- advanced PC user, booking and accommodation systems;
- additional education - Diploma of a universal hairdresser - stylist (practice 5 years);
- hobbies - foreign languages, travelling, diving.

Personal qualities: self-organization; focus on results; good communication skills, stress resistance, accuracy, reliability, efficiency, responsible, quickly and easily trained, steady against stressful situations.