

CURRICULUM VITAE

PERSONAL INFORMATION

Name



Olena Klyovan

IZMAIL, 35, CHKALOV STREET

Address

Telephone

+ 38 0679712109

E-mail

klyovanelena30@gmail.com

Nationality

Ukrainian

Date of birth

30/10/1983

Position applying for

Purser, Crew Purser

WORK EXPERIENCE

• Dates (from – to)

November 2007-until 2010

• Name and address of employer

M/v Delphin Voyager

• Type of business or sector

Cruise ships

• Occupation or position held

Waitress

• Main activities and responsibilities

Working as a waiter at the restaurant. Serving on breakfast , lunch , dinner. Keeping my working area clean. Room service.

• Dates (from – to)

March 2011-September 2011

• Name and address of employer

M/v Moldavia

• Type of business or sector

Cruise ships

• Occupation or position held

Asst. Hotel Manager

• Main activities and responsibilities

Providing information to the passengers in a friendly way, registration of the guests' credit cards, answering outside and inside calls, assistance Chief Purser and Purser to process all passengers at embarkation and registration, in issuing a landing card to each passenger, receiving lost and found items, maintenance a logbook of all found items and reports of the lost items. Making sure that all passengers' complaints received at the front desk and entered in the logbook and reports for the follow-ups are made. Assistance Chief Purser for the smooth and accurate guest account and related matters. Clerical duties are required by the Hotel Manager. If on night duty sorting the guests' checks and posting them to the corresponding cabin number.

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- Dates (from – to) May 2013-September 2014
- Name and address of employer M/v Delphin
- Type of business or sector Cruise ships
- Occupation or position held Receptionist
- Main activities and responsibilities Providing information to the passengers in a friendly way, registration of the guests' credit cards, answering outside and inside calls, assistance Chief Purser and Purser to process all passengers at embarkation and registration, in issuing a landing card to each passenger, receiving lost and found items, maintenance a logbook of all found items and reports of the lost items. Making sure that all passengers' complaints received at the front desk and entered in the logbook and reports for the follow-ups are made. Assistance Chief Purser for the smooth and accurate guest account and related matters. Clerical duties are required by the Hotel Manager. If on night duty sorting the guests' checks and posting them to the corresponding cabin number.

- Dates (from – to) March 2015-September 2018
- Name and address of employer M/v Ocean Majesty
- Type of business or sector Cruise ships
- Occupation or position held Receptionist
- Main activities and responsibilities Providing information to the passengers in a friendly way, registration of the guests' credit cards, answering outside and inside calls, assistance Chief Purser and Purser to process all passengers at embarkation and registration, in issuing a landing card to each passenger, receiving lost and found items, maintenance a logbook of all found items and reports of the lost items. Making sure that all passengers' complaints received at the front desk and entered in the logbook and reports for the follow-ups are made. Assistance Chief Purser for the smooth and accurate guest account and related matters. Clerical duties are required by the Hotel Manager. If on night duty sorting the guests' checks and posting them to the corresponding cabin number.

23.11.2019 – 19.05.2020
M/V Berlin
Cruise ships
Receptionist

18.06.2021 – 19.12.2021
M/V Artania
Cruise Ships
Receptionist

15.03.2022 – 02.05.2022
M/V Princess Seaways
Ferry
Placeur /Host

11.12.2022- 10.01.2023
Spirit of France
Ferry
Admin/Receptionist

09.02.2023 – 07.03.2023
Spirit of France
Ferry
Admin/Receptionist

26.04.2023 – 15.10.2023
Amera, Cruise Liner, Receptionist

CURRICULUM VITAE

EDUCATION AND TRAINING

- Dates (from – to) 2000-2005
- Name and type of organization providing education and training Studying at Izmail State Humanitarian University
- Principal subjects/occupational skills covered English, German, Foreign Literature, Philosophy, Economics, History
- Title of qualification awarded Teacher of English, German and Foreign Literature
- Level in national classification

- Dates (from – to) June 2021
- Name and type of organization providing education and training Crowd management course
- Principal subjects/occupational skills covered Crowd management course
- Title of qualification awarded Crowd management certificate
- Level in national classification

- Dates (from – to) June 2021
- Name and type of organization providing education and training Safety Course
- Principal subjects/occupational skills covered
- Title of qualification awarded
- Level in national classification

PERSONAL SKILLS AND COMPETENCES

*Acquired in the course of life and career
but not necessarily covered by formal
certificates and diplomas.*

MOTHER TONGUE

UKRAINIAN

OTHER LANGUAGES

ENGLISH - EXCELLENT
GERMAN - EXCELLENT

SOCIAL SKILLS
AND COMPETENCES

I'M A RELIABLE, PATIENT, HONEST, AND SOCIALIZED PERSON, TRYING TO BE COMMUNICATIVE AND FRIENDLY.

ORGANIZATIONAL SKILLS
AND COMPETENCES

I'M A WELL- ORGANIZED, RESPONSIBLE AND HARD-WORKING PERSON. I ALWAYS TRY TO UNDERSTAND THE TYPE OF THE PROBLEM AND FOCUS ON IT TRYING TO SOLVE IT AS SOON AS POSSIBLE.

TECHNICAL SKILLS

COMPUTER SKILLS

CURRICULUM VITAE

AND COMPETENCES Microsoft office. Excel.

DRIVING LICENCE(S) Yes.

REFERENCES

MTC
+380487247120

UDASCo
0484172546

Pacific Crewing Agency
+380674885548

ANNEXES

Basic Safety Training Certificate (№ 1333610). Date of issue: 04.06.2021
Training for personnel serving Certificate (1333612). Date of issue: 04.06.2021
Proficiency in Survival Craft and Rescue boats other than Fast Rescue Boats Certificate (1333611). Date of issue: 04.06.2021.
Designated Security Duties of Shipboard Personnel Certificate (2084). Date of issue: 22.02.2019
Security-Related Training and Instruction for all Seafarers Certificate (1854). Date of issue: 14.02.2019.

The information provided in CV is true, correct and with best of my knowledge. I agree with the Terms and Conditions of SIDC Group. I agree with using my personal data, all data in this application form, documents and working experience and sending them to other recruitment agencies and employers. Filling out the application and required forms of the agency and providing personal data, photographs, references and other documents for the work, the applicant consents to SIDC Group rights to process the personal data and fill them into the database of the agency in purpose to provide a job, work and travel programs, internships and trainings for applicant. (It applies also for the applicants who fill out the application over the Internet). By filling out this application form applicant will be registered in our agency. I agree to pay my return ticket if anything of the above stated is false or wrong.

Date: 17 April 2024

Applicant's Signature: Olena Klyovan *NAME. SURNAME*