



# Zhigalova Evgeniia

Female, 37 years, born on 16 February 1987

+7 (931) 9605407

evgenia100@mail.ru — preferred means of communication

Skype: evgenia1000

Reside in: Saint Petersburg

Citizenship: Russia, work permit at: Russia

Ready to relocate: Yekaterinburg, Kazan, Moscow, Tyumen, ready for rare business trips

## Desired position and salary

**manager**

**2 000**

€

Specializations:

— Sales manager, account manager

Employment: full time

Work schedule: full day

Desired travel time to work: any

## Work experience — 15 years 6 months

August 2023 —  
September 2024  
1 year 2 months

### Irest Real Estate

[www.irest.agency/](http://www.irest.agency/)

remote broker of Dubai property

\*searching of clients, real estate selection: off plan+ ready property

\*Preparing the invest strategy for the clients

January 2021 —  
December 2022  
2 years

### Real Estate Zapstroy

Saint Petersburg, [zapstroy.ru](http://zapstroy.ru)

Customer support manager (after-sales operations)

- Client support during handing over of apartments to proprietor under the acceptance certificate
- Collection and entry of comments during the apartment inspection
- Filling of Acceptance Certificate
- Communication with the services of developer.

October 2021 —  
December 2021  
3 months

### The Linde Group

Svobodny, [www.linde-engineering.ru](http://www.linde-engineering.ru)

QA/QC contract administrator

- Verification and monitoring of weekly timekeeping
- Verification and monitoring of monthly timekeeping
- Preparation of internal department reports / logs etc.
- Provision and analysing of information to Site Manager / Management Team
- Handling and filing of incoming and outgoing correspondence
- Preparation of payment-related documents (working time records for Contractor and external staff etc.)
- Collaboration in reporting commercial aspects of the construction site
- Assist in preparing management internal reports and analysis

May 2018 — May  
2021  
3 years 1 month

### Sodexo

Moscow, [ru.sodexo.com](http://ru.sodexo.com)

Hotels, Restaurants, Food Service Industry, Catering

- Restaurant, Food Service Industry, Fast Food

## front office manager (780 beds) NordStream-2 project

to check-in/check-out

to book a rooms

to make accomodation reports including housekeeping

to teach housekeepers

to double check rooms for arrival

to solve all customer questions

September 2017

— October 2017

2 months

## apart-hotel "Zona Comforta"

### Business coach

- Hospitality coach
- Revenue management
- Strategy development

September 2010

— September

2016

6 years 1 month

## BS Hospitality Management, OOO

Perm, bshm.ru

Hotels, Restaurants, Food Service Industry, Catering

- Hotel

### Chief. Designing and construction of hotels

- promoting of the company with mass media
- realization of the tenders
- standardization of all company objects. Founding the first corporate system of hotel document managing
- project managing from designing to opening of the building, including budgeting, adjustmending of the projects with city manager, coordination with international hotel brand, hotel pre-open consulting

Finished projects:

- hotel Modern (14 rooms), 5 Pushkina, str., Yaroslavl, Russia.  
(hotel pre-open consulting);
- hotel DoubleTree by Hilton Ekaterinburg City Centre (141 rooms) 9a, Lenina str., Ekaterinburg, Russia.  
(project managing, opening the 1st stage of hotel 29th September, 2015).

Also:

- hotel Double tree by Hilton Perm (228 rooms)  
(project consulting);
- hotel Double tree by Hilton Kazan (100 rooms)  
(project consulting).

June 2008 — April

2011

2 years 11 months

## Hotel Hilton Garden Inn Perm

Perm

Hotels, Restaurants, Food Service Industry, Catering

- Hotel

### administrator at the reception,beginners instructor

check in /check out guests

July 2010 —

September 2010

## Hotel Garden Inn Perm

Hotels, Restaurants, Food Service Industry, Catering

3 months

- Catering (Outside Food Services)
- Restaurant, Food Service Industry, Fast Food
- Hotel

founding of the time-management group

founding of the time-management group

August 2009 —  
August 2009  
1 month

### **Hotel Hilton Malta**

Hotels, Restaurants, Food Service Industry, Catering

- Hotel

2-weeks practice courses at the reception

2-weeks practice courses at the reception

November 2006  
— August 2007  
10 months

### **Hotel Plaza Olympia**

Hotels, Restaurants, Food Service Industry, Catering

- Hotel

waitress

guest service

July 2006 —  
August 2006  
2 months

### **Hotel Ural**

Perm

Hotels, Restaurants, Food Service Industry, Catering

- Hotel

house maid

room cleaning

July 2005 —  
August 2005  
2 months

### **Permtourist**

Perm

Public Services

- Travel Companies

assistant of the specialist of tourism

booking the travel trip

## Education

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### Higher

2021

#### **couching up approved by International couching federation**

couching, international couch

2019

#### **Russian International tourism academy**

additional education, classification of hotel, certificate number 0482038

2014

#### **Perm National Research University "Higher School of Economics"**

Financial management, Professional retraining in the program «Financial and tax management»

2009

#### **Perm State University**

geographical, Specialist's degree in social-cultural service and tourism»

## Professional development, courses

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2017

### **Design School**

Design School Chudo, landscape design courses. I have a license.

2009

**EF International School of English, Malta**

EF International School of English, Malta, English courses, for 4 week, Intermediate level.

2007

**Educational center "Contact" by Perm State University**

Educational center "Contact" by Perm State University, English courses, Intermediate level.

Electronic certificates

2017

certificates

Skills

Languages

Russian — Native  
English — B2 — Upper Intermediate  
German — A1 — Basic

Skills

Time management MS Office MS Outlook Project management AutoCAD  
CorelDRAW Консультант плюс 1С: Бухгалтерия Crystal Garden Micros  
Opera Express MS SharePoint Active Collab Customer Development  
MS PowerPoint Teamleading Teambuilding Управление проектами  
ISO 9001:2008-12 Quality management systems-Requirements  
10006:2003 QUALITY MANAGEMENT SYSTEMS GUIDELINES FOR QUALITY MANAGEMENT IN PROJECTS  
Fidelio MS Project

Further information

About me

- programs:«Opera Express», «Micros», Autocad (DWG), SharePoint,MS Project, MS Power Point, Crystal Garden, 1C: accounts, Windows/ XP, Outlook 2007, Active Collab, Customer Development, Project Management: basic.

- training "opened forum" - youth course - work in team.
- founding the hotel project "Parma Budget Inn" 2\* и writing business- plan in diploma work.

I am learning Customer Development. I am couching design of restaurant for children in Beginning Bussines School of Sergey Gershanoka in Perm.

What can I do for Marriot hotel industry?:

1. I am hotel technologist, that's i can analyze design sketch and give some references for improvement according hotel operating.
2. I can write ideas for future hotels, take part in create design-project, because of I have high imagination, flexible mind. Generally, I like to create new product, to write construction and operation standards, take audit, pack up the product in franchise.
3. I have got the big database of suppliers during my background. That's why I can take the tenders for fitting out hotels easy and quickly and choose approved suppliers.
4. Coach hospitality.
5. I am beginning landscape designer. i have created the project for my friends. I can show you with pleasure when we meet.

I like to read design sketch and give some references for improvement.

I usually manage the project using innovational technologies, because they help to coordinate tasks of team members. The project is well organized process of team member activity. And if the tasks are distributed among team member in chaotic, there will be collapse and troubles of giving results, and it can influence on company profit. I am hard manager, but true reasonable.

I want and I can develop in professional sphere.

For my self-development I like to read different books such as: psychological by Zhikarentsev,

biography of famous person for a example Irina Khakamada, speaking art by Rodislav Gandapas, Getting things done by David Allen, Project Management magazines, Hotel Yearbook 2036 by Woody Wade.

I am creative person, so I can attain my aim to study landscape design.

I am completed and harmonious person, so I want to inspire and support everyone in their beginnings. I like to form a new interesting useful things.

I am thinking broadly, but I give consideration details. "Thinking broadly" is my rule.

"If you know, you could manage" - is my rule as well.

My time and everyone's time are value for me.

I always say my learners " Stay at the guest place and feel them want. And then do something for them like for yourself.

I know I can do everything what I want, because I have aims.

When I work in your team I am sure I can be better mental, emotional, financial than I was before!

Independence, working in over tasks, on time keeping, working in team, sociability, easy to teach me, I am interested in construction and other projects.

High imagination. Good attentiveness and high observation. Versatile of mind. Find the solution in wise books or via conversation with wise persons. I am the creative person. I like to make the world more beautiful. I like to coach people in hotel industry.