

PROFESSIONAL SUMMARY

Industrious Hotel Director who routinely ensures that solid customer service, decisions and procedures are in place. Adept at identifying potential service issues and resolving those in a professional courteous and prompt manner. A motivated, engaging, dynamic and sales focused professional with a drive to deliver more than results. Proven track record of effectively leading and managing all aspects of a hotel operation onboard and of making guests feels cared for, valued and respected. A true hands on leader who is not afraid to jump in and assist wherever needed and will do everything to deliver results that will contribute to the overall mission and success of the business. analytical and expedient approach to problem solving that always results in win/win resolution for all parties. Self assurance that enables goals to be achieved and constantly looking for ways to introduce new products and services that will meet the requirements of passengers. Focused on applying and instituting management and service standards. Enjoys discovering methods to improve workflow, guests' contentment and generate additional revenue. Furthermore – close liaison between Guest Relations, F&B and Operation Manager should be chosen as genuine way to achieve descent goals towards prosperity of the company as well as Team playing. Honest and proactive personality. Methodical director with several years of comprehensive experience overseeing daily operations of company or organization. Hardworking and versatile professional well-versed in executing business strategies, preparing and implementing business plans and overseeing financial performance. Thorough knowledge of market changes and trends paired with strong grasp of corporate finance and performance measures. Driven Director with experience planning and coordinating all aspects of productions. Proficient in selecting scripts, coordinating writing and supporting directing and editing. Multifaceted leader with talent orchestrating coordination of all records, plans and personnel to accomplish fast-paced work. Seasoned Director with background in strategic planning, team leadership, and performance optimization. Known for driving company growth by developing efficient operational strategies and fostering professional relationships. Demonstrated abilities in problem solving, decision making, and communication skills to influence key stakeholders. Proven record of delivering innovative solutions and achieving organizational goals. Strategic Director known for high productivity and efficient task completion. Specialize in operational strategy, team leadership, and financial oversight. Excel in communication, problem-solving, and adaptability, ensuring effective team collaboration and project success.

CORE QUALIFICATIONS

- Experience ensuring optimal level of customer service standards to clientele.
- Hotel operations
- Cost control
- Revenue management
- Extensive experience working within various hospitality settings.
- Strong knowledge of hotel management, financial & customer services.
- Ability to effectively allocate staffing resources.
- Health inspections
- Menu development
- Decision-making
- Process improvement
- Coaching and mentoring
- International business
- Cost control analysis
- Customer relationship management
- Team leadership
- Employee training
- Attention to detail
- Revenue optimization
- Staff scheduling
- Guest satisfaction enhancement

- Regulatory compliance
- Financial reporting
- Problem resolution
- Strategic planning
- Cast and crew supervision
- Team building
- Partnerships and alliances
- Strong ability to multitask and prioritize agenda received from Hotel Director as well as workload.
- Excellent communication and executive skills.
- Create and manage employee schedules, accommodating individual requests and requirements of both passengers and senior managers, as well as the manager of hotel operations
- Routinely inspect company property and equipment, creating repair tickets as needed to ensure a comfortable and safe space for employees and guests.
- Managing all Guest Services employees, as well as other departments within the company requirements.
- Strong logistics, F&B, Sanitation, Cost vs Revenue & provision resolutions to ensure sufficient volume of products are always available onboard deliberating number of passengers.
- Resolved issues for customers and employees on HR level.
- Conducted morning meetings to ensure all employees & Head of Departments were prepared for the day, cruise & month.
- Cross-functional team leadership
- Effective communication
- Banking operations
- Currency exchange
- Document management
- Multilingual proficiency
- Payroll administration
- Invoice processing
- Auditing procedures
- Cultural awareness
- Cost control strategies
- SOP establishment
- HR management

WORK HISTORY

Associate Hotel Director / m/v Gemini

03/2025 - 05/2025

- Company Overview: MirayInt
- Overseeing the entire Hotel Operations.
- Cost controlling & revenue-increasing ideas to be in place.
- SOP establishment & ensuring those are followed.
- Food/Beverage/ Consumables cost reports versus Revenue reports Comparison.
- HR responsibilities: recruitment, Crew Welfare, F&B and USPH trainings, departmental customer services trainings.
- Specialty Restaurants implementing as well as menus & wine lists.
- Sanitation & PH inspections & proper chemical use trainings.
- Close liaisons with Hotel Director & HOP Management ashore.
- Revenues have been increased due to marketing ideas implemented.
- Assistance to Hotel Director to be provided at all times.
- MirayInt

- Company Overview: Irish Ferries/ UK- France
- Supervision of the entire hotel operation including Guest Services, Admin, Stores, F&B, Sanitation as per USPH standards.
- Ensuring that all catering crew comply fully with company requirements regarding the uniform policy as per Job description.
- Ensuring that high standards are being maintained in hygiene and that all required paperwork concerning health and safety is being fully and accurately completed (as per USPH standards) professional courteous and prompt manner.
- A motivated, engaging, dynamic and revenue focused professional with a drive to deliver more than results.
- Proven track record of effectively leading and managing all aspects of a hotel operation onboard and of making our guests feels cared for and valued.
- Ensuring guest satisfaction at all times.
- Food Orders and stock rotation, ordering, deliveries & discrepancies in company's best interest and budgets.
- Financial operation & payroll.
- Menu pricing, food cost control and preparing 'bombs' for new menus (continental run only).
- Ensuring compliance with HACCP rules of the company at all times.
- Carry out planned PH & MLC inspections and spot checks within the hotel department.
- Irish Ferries/ UK- France
- Assisted in preparing end-of-voyage reports which detailed all revenue generated during that particular cruise.
- Demonstrated understanding of and adherence to federal and state regulations for financial aid.

- Company Overview: CFC & Ocean Advice
- Hotel Director is responsible for the duties listed below to be operated in link with the respective depts., supervisors, and budgets.
- Ensures the hotel department is organized and ready to receive guests at embarkation, with special attention placed on the reception desk area and guest staterooms.
- The pier check-in procedure must be organized and run efficiently.
- Makes sure that all boarding and disembarking guests receive friendly, efficient service from the staff in accordance with company policy, i.e. escorts to staterooms, cruise staff stationed at embarkation, etc.
- Monitors that luggage handling has been properly planned between the ship's agent, Cruise Director and Executive Housekeeper.
- Ensures that all arrangements for disembarkation are well planned, efficient, and that guests are kept informed with regards to landing schedules/procedures, etc.
- Ensures that Restaurant management and staff are properly handling special events, VIPs, table assignments, equipment and manning in accordance with company policy.
- Speaks with guests in the dining rooms to make sure they are receiving the best possible attention and service; handling complaints respectfully and promptly by communicating with appropriate personnel and adjusting where necessary.
- Ensures that room service is carried out with the highest degree of efficiency and friendliness.
- Ensures that menus and buffets are varied, balanced, well presented, and economical without sacrificing quality and company standards.
- Inspects the galleys on a regular basis to check that the highest standards of order, cleanliness and economics are maintained.
- Conveys guest complaints through the appropriate channels of galley management to adjust where necessary.
- Together with the Bar Manager, Executive Chef and Provision Master, makes frequent inspections of the provision areas and butcher shop to ensure order, cleanliness, sufficient and correct storage.

- Checks and observes the bar operation and service are going smoothly.
- Assures consistent, high quality bar service, balanced opening hours and selection of products, as well as the flexible and economic use of staff.
- Requests and reviews report to ascertain: Maximum sales are made; accounting is handled properly; drinks are measured and priced correctly.
- Coordinates with the Bar Manager the legal aspects of the operation – liquor control, stock issue and Customs regulations.
- Monitors and approves the house account checks daily that are accounted for by the Chief Purser.
- Personally, observes the correct rating for service and laundry cleaning are followed.
- Ensures that stateroom amenities are provided according to policy and that staterooms are setup properly.
- Makes sure the Chief Housekeeper has fully briefed his/her staff about their routines before each cruise, with instructions on handling special requests and other unusual situations.
- Ensures that all personnel involved in activities planned for these areas are fully informed of their duties and scheduling.
- Coordinates all special functions held in public rooms or open decks as scheduled, such as cocktail parties, sail-away parties, etc.
- Cooperates closely with the Staff Captain to ensure that proper cleaning and equipment are provided in these areas.
- CFC & Ocean Advice

Chief Purser / m/v Renaissance

03/2023 - 05/2023

- Company Overview: CFC & Ocean Advice
- Promo to Hotel Director onboard m/v Renaissance.
- CFC & Ocean Advice

Chief Purser / m/s Renaissance

10/2022 - 03/2023

- Company Overview: CFC & Ocean Advice
- Same as below: in addition - in charge of Provision Master Admin Reporting, e.g., Cost Reports, Perpetual Inventory Reports, Revenue Overview Reports, etc.
- CFC & Ocean Advice

Chief Purser & Provision Master / m/s World Explorer

10/2022 - 03/2023

- Company Overview: Mystic Cruises
- Same as below: in addition - in charge of Provision Master Admin Reporting, e.g., Cost Reports, Perpetual Inventory Reports, Revenue Overview Reports, etc.
- Mystic Cruises

Chief Purser / m/s World Explorer

05/2022 - 10/2022

- Company Overview: Mystic Cruises
- Same as below: in addition, oversaw HR & Crew assignments onboard the vessel including Scheduling and transfer arrangements of embarking/disembarking Crew.
- Mystic Cruises

HR Officer / Mystic Invest & Mystic Cruises - Porto , Porto, Portugal

03/2022 - 06/2022

- Developed, implemented and maintained recruitment policies and procedures.
- Ensured compliance with safety regulations in the workplace.
- Researched labor market trends to stay current on competitive wages, benefits and other human resources related topics.

- Responded to inquiries from current or prospective employees about benefits or other HR related issues.
- Prepared reports related to personnel activities including hiring, terminations, transfers and promotions.
- Conducted exit interviews with departing employees to determine reasons for leaving.
- Reviewed resumes and applications for potential candidates.
- Analyzed job descriptions to determine job requirements and qualifications.
- Organized job fairs or career events as part of recruitment efforts.
- Conducted exit interviews with departing employees to assess reasons for leaving.
- Assisted in the development of training programs for existing staff members.
- Conducted orientation sessions for new employees to ensure understanding of company policies and procedures.
- Monitored adherence to employment laws within the organization.
- Maintained employee records such as contact information, attendance records, performance reviews and termination documents.
- Coordinated with management on recruitment strategies.
- Collaborated with various departments in the organization to identify staffing needs.
- Provided advice and guidance regarding disciplinary actions when needed.
- Participated in collective bargaining negotiations between the company and union representatives.
- Organized employee recognition programs or activities.
- Managed employee relations issues such as grievances or complaints.
- Recruited, trained, screened and dismissed employees.
- Hired, onboarded, trained, screened and released employees.
- Recruited, hired and developed personnel to align with company revenue objectives.
- Developed and enforced company policy and procedures relating to human resources activity.
- Enhanced organizational structures to promote alignment of components and overall framework.
- Created process improvements, policies, procedures and knowledge management to resolve employee discrepancies.
- Proposed organization design alternatives and presented relative merit.
- Oversaw payroll and unit accounting.
- Alleviated staff shortages by ensuring appropriate numbers of employees were scheduled for each shift.
- Supported top talent identification processes by interviewing candidates and executing onboarding, orientation, and benefits processes.
- Created and implemented highly effective and individualized human resource solutions for clients.
- Hired, trained and motivated employees to meet company goals for revenue and profit.
- Sourced, qualified and conducted screening interviews with job candidates.
- Scheduled or conducted new employee orientations.
- Developed or implemented recruiting strategies to meet current or anticipated staffing needs.
- Advised management on organizing, preparing or implementing recruiting or retention programs.
- Informed job applicants of duties and responsibilities, compensation, and benefits.

Guest Services Manager // promo to Chief Purser / m/s Vasco Da Gama

11/2021 - 03/2022

- Company Overview: Mystic Cruises & Mystic Ocean
- By holding Chief Purser's position with Mystic Cruises, there are below responsibilities applicable to Chief Purser role as per Job Description:
- Management and Supervision of Reception team, Assistant Purser, Spa team and Shop team.
- Duty plan creation for Reception. (Assigns duties and responsibilities to team members. Observes and evaluate team members to ensure high quality standards are met)
- Check Visa requirements for Guests and Crew. (Maintain current working knowledge of immigration regulations for Guests and Crew)

- Overlooking crew changes and crew movements.
- Supervise printed material orders.
- Maintain all passenger and crew information.
- Maintain a detailed file for each port describing the documentation required for entry and clearance.
- Making sure that needed documents for ships arrival in ports are delivered to port agents and local authorities as per local requirements.
- Maintain a good relationship with all local officials as well as port agents at ports of call to ensure utmost cooperation.
- Maintain vacation schedules for all departments in cooperation with the department heads and in accordance with established Company policy for rotation of onboard and vacation periods and forward them to Seagoing Personnel Department shoreside on a regular basis.
- Close cooperation with Department Heads, individual crewmembers, and with the Charterer representatives to avoid misunderstandings and ensure that the vessel is always manned according to needs.
- As each crewmember signs off, ensure that all necessary documents are returned.
- Making sure that appraisals are being delivered by Head of Departments as per SMS regulations as well as transmitted to shore side on a regular basis and uploaded into Crewing Platform.
- Transmission of manifests and disciplinary action documents to shore side.
- In charge for embarkation of passenger and collection of documents such as passports if required as well as registration of credit cards.
- Control and printing of passenger statements and invoices.
- Make sure AVOs are recorded as well as follow ups are done.
- Interaction with passengers and complaint handling.
- To take part in captains/officers table if time permitting.
- Responsibility for the careful handling of all equipment and machinery in the department.
- Responsible for planning, organizing, delegating special functions in the department.
- To complete the Time & Attendance Form correctly every week and to submit it to Hotel Manager in a timely manner.
- Responsibility of documenting Time & Attendance Form for all departments. By the end of month all Time & Attendance Form's must be updated, scanned, and uploaded into Document Platform.
- Overtime ratings calculation, consolidation and filing are ones of Chief Purser's responsibilities as well.
- Any other functions as required by Head Office or Hotel Manager.
- To adhere to all Company Policies and Procedures, Manuals and Directives.
- Be familiar with the Collective Bargaining Agreement for both, hotel as well as Deck and Engine.
- Mystic Cruises & Mystic Ocean

Chief Purser / m/s Island Sky

05/2021 - 09/2021

- By holding Chief Purser's position which is accountable for the financial reports and development of financial systems on the vessel.
- Have been controlling all guests and crew financial transactions.
- The Chief Purser protects the interests of Owners' assets and ensures all receivables are accounted for.
- This role oversees all cash handling, and primarily finalizes all accounting records.
- A large proportion of this job is to formulate and reconcile all onboard accounts, receivables and disbursements for each month as well as financial reports.
- Moreover, Chief Purser manages efficiently all guests and crew administration, finances in a manner consistent with Seachefs and Salen Ship Management high standard of service.
- Chief Purser is responsible for handling immigration and custom clearance, liaising with agents and Heads of Department for all Port Operation matters, communication with ship offices and local agents, control of ship's documentation in/out of ports, control of Reception duties, supervision of passenger embarkation/disembarkation,

handling of medical disembarks in cooperation with the Ship's Doctor, maintains ship's funds including crew welfare funds and cash float availability, control of all cash and credit card accounts and guest/crew billings, proper reporting of cruise end financial reports to Salen Ship Management, Seachefs and Charterers, supervision of cash advances, safekeeping of all passenger and crew passports, safekeeping of crew contracts, allotment certificates, cook certificates, maintaining passenger and crew manifests for onboard safety regulations and international requirements.

- The Chief Purser must also familiarize with the legal aspects of crew employment, health and safety at work, company SMS and environmental policies and all other company directives governing the administration of crew and port operations.

Guest Services Manager / m/v Astoria

05/2019 - 09/2019

- Same as below, furthermore:
- Greeted guests and resolved any passengers related issues.
- Established guest service standards of the company reporting to Hotel Director.
- Ensured that the lobby area with kept neat and well-organized.
- Responded to guest inquiries including phone and email inquiries.
- Monitored hotel website and responded to posted complaints in a professional manner.
- Assisted in hotel promotions and marketing efforts.
- Hired and trained front desk staff (Receptionists, Guest Services Hosts, Shorex).
- Established guest relations procedures.
- Daily brief meeting with the Hotel Director to exchange information.
- Passenger announcements relating to non-entertainment related matters (Arrival, Departure, missing passengers, Face to Passport Immigration Control).
- Passenger communications and letters relating to itinerary adjustments.
- Overseeing the efficient running of all Tender operations.
- Direct liaison with Head Office when necessary relating to all passenger matters.
- Overseeing the duty allocation of the Social Activities Host.
- Daily meeting with the sub-heads of department regarding all passenger related matter of the previous 24 hours and the planning for the following day or cruise.
- Inspection walkabout with the Hotel Director to control maintenance of all public areas, open decks and passenger cabins.
- Meetings with passengers (French) regarding any cruise related issues.
- Overseeing the efficient customer service operation in the reception, shore excursions and future cruise departments as well as other departments (Bar, Loading Team, Documentation & Crew Pursers etc.).
- In charge of 9 Staff members (4 members of Reception Staff, Program Coordinator, Printer, 2 members of Shorex personnel and Guest Services Host).

Guest Services Manager / m/v Astor & m/v Astoria

10/2018 - 04/2019

- Same as below, furthermore:
- Oversaw operation of all departments.
- Embarkation/Disembarkation of passengers.
- Monitored implementation of quality standards.
- Provided staff training on customer service procedures.
- Implemented quality standards related to hotel maintenance and service employees.
- Ensured compliance with brand standards.
- Dealt with payment and billing issues.
- Ensured that Future Cruises Reports & General Comments Log are up to date.
- Address and resolve guest concerns, maintaining brand loyalty and increasing customer satisfaction ratings to

high %.

- Increased Future Cruises revenue from October 2018 to April 2019 by instituting additional cabin drops (flyers) and Future Cruise Presentation performed.
- Basically apart from GSM duties Future Cruise Consultant responsibilities have been performed by active Guest Services Manager on board.
- Reducing accident claims by resolving issues occurred on board.
- Daily brief meeting with Hotel Director to exchange information.
- Arranging Columbus Club parties for Repeaters.
- Meeting VIPs and special guests with organization of conferences, meetings, and special events.
- Daily meeting with the sub-heads of department regarding all passenger related matter of the previous 24 hours and the planning for the following day as Assistant Hotel Director.
- Overseeing the efficient customer service operation in the reception, shore excursions and future cruise departments.
- Assistance to Hotel Director or Captain has been provided when needed to identify potential revenue issues to achieve smooth operation and company growth.
- In charge of 7 subordinates Staff members (4 members of Reception Staff, Shorex Manager, Program Coordinator and Concierge).

Senior Front Desk Manager / m/v Astor & m/v Astoria

01/2017 - 04/2017

- Entirely in charge of Guest Services Team including Shores Excursions and Concierge.
- Special activities for Repeaters arrangements.
- Future Cruise presentation and sales.
- Assistance to Hotel Director with daily meetings minutes.
- Resolutions of any issues of clientele with Hotel Director to be informed.
- Estimated cruise revenue report and complaint handling.
- In charge of 5 Staff members (4 members of Reception Staff and Program Coordinator).

Front Desk Manager / m/v Magellan

05/2016 - 12/2016

- Assistance to Hotel Director with his Daily and Cruise Reports.
- Secretary duties for Hotel Director.
- Special dinners and events arrangements.
- Cabin changes reports and cabin changes themselves.
- Maintenance issues resolutions and alternatives to be offered to passengers allocated to non-accommodating cabins.
- Close liaison with Senior Management in order to avoid any passengers issues to occur.
- Conducted hospitality trainings towards Guest Services team and other teams on board the vessel (Bar Department, Restaurant Staff, Concessions etc.).
- Familiarized new-coming Team members with their job description, rules and regulations on board.
- Entirely in charge of Front Desk (8 Receptionists and 4 Hotel Trainees, Printer and Program Coordinator = 14 subordinates).
- In charge of Reception operation including daily schedules and trainings.

Receptionist / m/v Magellan

03/2015 - 11/2015

- Regular Receptionist duties and Front Desk Manager Cross – Training.

Senior Receptionist / m/v Marco Polo

04/2014 - 11/2014

- Daily Reports as a subordinate of Guest Services Manager.
- Daily Team meetings and Job trainings.

- In charge of cabin changes and Reception Team operation.
- Apart from regular Receptionist duties - in charge of Embarkation/Disembarkation of passengers.

Receptionist / m/v Marco Polo

12/2012 - 11/2013

- Same as below in addition with daily Team meetings and Excursions escort.

Receptionist / m/v Arion

04/2011 - 11/2011

- Same as below with various charters.
- Daily and Cruise Reports for Senior Management.
- Translated Daily Programs for passengers should this was necessary.

Receptionist / m/v Louis Majesty

03/2010 - 01/2011

- Company Overview: Louis Cruise Lines
- Same as below with passengers of mixed nationalities therefore all team players of Guest Relations staff (including myself) were multilingual.
- Louis Cruise Lines

Night Auditor / m/v Van Gogh

06/2008 - 11/2008

- Same as below with Russian speaking passengers.
- Closed daily routine of Reception operation.
- Calculated revenue of the day.

Receptionist / m/v Athena

08/2007 - 11/2007

- Same as below with Portuguese speaking passengers.

EDUCATION

Bachelor's degree: Hospitality & Management of International Tourism, Interpretation
Kiev National University of Culture - Kiev, UA

01/2010

LEISURE ACTIVITIES

- Valley ball
- Personal fitness
- Socializing
- Computers
- Travel
- Jazz vocal
- Foreign languages

CURRENT LOCATION - COUNTRY

Brazil

LANGUAGE SKILLS

- Fluent English

- Fluent Portuguese
 - Fluent Russian
 - Fluent Ukrainian
 - Fluent Serbian
 - Conversational French
 - Conversational Swedish
 - Basic German
 - Basic Greek
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SKYPE ID

Alex. Chyi

REFERENCES

- Mr. Orazio Caci, Manager of Hotel Operations, Ocean Advice LTD., Orazio.caci@oceanadvice.com
 - Mrs. Helene Roger, Hotel Director, CFC & MirayInt
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DOCUMENTS

- STCWs
 - Seafarers' Medical Examination
 - HACCP certificate & Food handling
 - SB
 - YF
 - Covid-19 booster
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PERSONAL INFORMATION

- Passport Number: Ukrainian (Brazilian Residency)
 - Date of Birth: 06/11/86
 - Nationality: Ukrainian
 - Marital Status: Single
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REFERENCES

References available upon request.