

CURRICULUM VITAE

Olena Kuznietsova



Position applied for: Reception

E-mail: elenakuznetsova638@gmail.com

Mob tel.: +380685353264

Address : Ukraine, Kharkiv, Traktorostroiteley 69

Date of birth: 1987-09-05

Marital status: Single

Education:

2005-2009 ХИЭРОиМ Kharkov Economist

Trainings:

Barista courses, Bartender school, Time management.

UK work permit

Additional knowledge:

Languages: English (fluent), Russian (fluent), Ukraine (fluent) Italian (Intermediate)

PC: Microsoft Office, Internet.

Professional experience:

11.12.2023-24-01-2024 Irish Ferries M/V Isle Inishmore

Position: Crew Supervisor

My responsibilities are:

-Worked with the personnel database filled in personnel data.

-Organized flight details, sign on/off crew members.

Transfers from/to airport to the ship.

-Conducted training sessions for new crew members.

-Organized port access for contractors.

-Verified the presence and expiration dates of all

Certificates crew members.

06.08.2023-25.10.2023 Irish Ferries M/V Epsilon

Position: Reception/Supervisor

My responsibilities are:

- To assist guests during boarding & departure process, establishing on-board credit, shore-ex tickets, finalizing accounts, safety deposit box, lost & found, issuing of Sea Pass cards, broadcasting ships announcements and with immigration & customs procedures.
- Assisting guests with their requests, problem solving, telephone communication.
- Ensure the reception of the passengers and receive the comments
- Make cashing at the end of the crossing and follow cashier procedures.
- Hotel crew supervision, cabins and public areas check, arranging the proper service for the guests, Hotel team schedule, chemicals and equipment order, team evaluation.

23.07.2022- 07.11.2023 Tallink M/V Victoria

Position: Reception/ Guests Service

My responsibilities are:

- Understanding guests concerns, feedbacks & grievances and resolving them in an appropriate and timely manner. To have knowledge of guests ratings, performance metrics and comments, which promotes owning & resolving guests issues and to make & update guest Logs.
- To assist guests during boarding & departure process, establishing on-board credit, shore-ex tickets, finalizing accounts, safety deposit box, lost & found, issuing of Sea Pass cards, broadcasting ships announcements and with immigration & customs procedures.
- To deliver excellent guest experience as a brand ambassador of our company through effective ownership & pro-activeness.
- To act as liaison between departments and shipboard operational leaders. To be up to date in SQM policies, safety policies, all ship's regular events & functions and handle special requests.
- To be able to adapt and be flexible as a team or independently and help build a cross-cultural and cross-functional relations with all departments. To be detailed oriented & creatively address situations to divisions.

15.06.2020 – 20.01.2021 GNV Cruise m/v “Excellent” (Italy)

Position: Bartender/ Cashier

Duties:

- Providing excellent service, conducting inventory.
- Meeting guests, advising drinks to them.
- Keeping the bar and pantry clean.
- Cleaning all area in the bar.
- Accounted responsible for the money, checked the cash register every day.
- Fill up the bar with all necessary items and make a requisition for what is missing from the stock.

08/2020-09-2 021 Pharmbills, Ukraine

Position: Treasury representative

Duties:

- Control and monitoring of the financial activities of the companies
- Processing Bank and Cash payments in the absence of the Finance Staff responsible
- Assist in preparing to the internal and program audits, bring to the attention of the Senior Financial Officer any relevant financial and reporting issues.

12.2017 – 01.2018 P&O Cruise m/v “Oriana” (UK)

Position: Junior Bar Steward**Duties:**

- Helping for busy Christmas cruise.
- The providing drinks during special events and theme nights - Captain's Cocktail Party.
- Taking orders from the guests, relaying them to the Bartender and then make sure that the beverages are served in the proper glassware with the proper garnish.
- Keeping the bar and pantry clean.
- Refilling the bar with clean glasses and beverage.
- Bringing provisions from stock.
- Changing garbage bins and bring it in garbage room.

Personal characteristics:

I am friendly, open minded, polite, highly organized, efficient, disciplined, communicable. I am an open person, hardworking, responsible, fair and honest. I like to work in the service sector and meet new people. Highly skilled in providing beverage services to guests / patrons in a courteous and friendly manner, to ensure total customer satisfaction. Well-versed in providing information regarding beverages to guests to assist them in deciding what to drink. Efficiently performs suggestive selling activities to ensure additional sales, in a bid to increase revenues.