

Iuliia Tykhonova

Office Administration, Reservation Agent

Date of birth: 13.08.1987
City of origin: Kiev, Ukraine
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MAIN EDUCATION

Kyiv National University of Buildings and Architecture MA of Project management	2009 September – 2011 November
Kyiv University of Slavistics BA of Philology /English language	2004 September – 2009 March

ADDITIONAL EDUCATION

Training centre RTC - HR-Management course	2008 March – April
Institute of Tourism - Tour Guide course	2006 November – 2007 May
Educational Consulting Centre on Tourism - Business etiquette and diplomatic protocol course - Guide-Interpreter course	2006 March – June

LANGUAGES

English — Upper Intermediate
Russian, Ukrainian — Native
German — Starter level

PC SKILLS

- MS Office
- MS Project, Primavera P6, BP Win (starter level)
- ProHotel
- R-Keeper

PROFESSIONAL EXPERIENCE

Administrator-cashier

from 10.2017 till 12.2017

FutureNet Cafe&Bar (Restaurant in Kiev)

- Controlling all restaurant processes (kitchen, bar, hall).
- Monitoring the work of staff and processes of customer service;
 - Control of cleanliness and order in the hall, in the kitchen;
 - Recruitment, scheduling;
 - Resolution of conflict situations with guests and within the team;
 - Banquet service;
 - Managing financial activities of the restaurant: R-Keeper, cash balance, reporting.

Senior Administrator

from 10.2016 till 07.2017

Happy&Healthy (Restaurant in Kiev)

Participation in all restaurant processes (kitchen, bar, hall, food delivery).

- Order processing (R-Keeper, website, calls, mails), banquet service;
- Monitoring the work of staff and processes of customer service;
- Control of cleanliness and order in the hall, in the kitchen;
- Recruitment, scheduling;
- Resolution of conflict situations with guests and within the team;
- Work with suppliers, contractors;
- Planning events to promote the services of the restaurant; Banquet service;
- Managing financial activities of the restaurant: cash balance, payment of wages, invoices, reporting; inventory and stocktaking.

Hotel Administrator

from 03.2016 till 07.2016

VShokoladi (Hotel, Reservation and Guest Relations)

- Managing bookings in ProHotel;
- Meeting and accommodation of guests, accepting payments;
- Video surveillance, conflict resolution;
- Control of cleanliness and order in all zones;
- Coordination of the work of technical staff;
- Working with sales channels (booking.com, planetofhotels.com, hotels24.ua).

Temporary assistance for speaker (John von Achen)

from 04.2015 till 04.2015

FORUM ONE UKRAINE

Administrative assistance during the event, translating and communication support for Forum participants and the speaker.

Administrative Coordinator of Territory Offices in Eastern Europe

from 02.2013 till 02.2015

Kaspersky Lab (IT Security Vendor)

- Coordination of local offices;
- Daily assistance to Managing Directors;
- Administrative support of meetings, conferences and other corporate events at the local office;
- Analyze the incoming information and coordinate the flow;
- Fulfill the requirements of local legal acts and orders of the management of the Company;
- Work with primary documentation;
- Maintenance of the schedule of planned business trips;
- Organization of business trips (accommodation, transfer, visa support);
- Prepare expense reports on business trips of Managing Director and local office staff.

Assistant Sales-manager

from 04.2009 till 12.2013

Analit-Service Company LLC (Chemical industry/fertilizer)

- Web-site update/maintenance
- Participation in exhibitions
- Market research and analysis

PR-Generalist and Administrative Assistant

from 08.2007 till 06.2008

Aksonova & Associates LLC (Consulting/Audit)

1. Marketing/Promo activity

- Event organization: conferences, seminars, presentations, business discussions, corporative festivities,
- Participation in external conferences in publicity matters
- Communication with media: relevant advertising, market requests
- Direct mail campaign management
- Website update/maintenance

2. General administration

- Handling calls, correspondence, dealing with different types of deliveries (via post, etc.)
- Assistance with primary documentation
- Recruitment, HR-management
- Administrative support of meetings, presentations, corporate holidays
- Maintenance of client database