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 **Application Form**

**PERSONAL INFORMATION**

**Family name** *Khrystofidis*

**First name** *Hanna*

**Middle name** Aleksandrovna

**Date of birth** *03.11.1989*

**Country of birth**  *Ukraine*

**Place of birth** *Mariupol*

**Present nationality**  *Ukraine*

**CONTACT INFORMATION**

**Mobile/Cell Phone** ***058 149 43 97***

**E-mail/Fax** ***christofidis25@gmail.com***

**LANGUAGE KNOWLEDGE**

**Russian** *Professional Fluency*

**Ukrainian** *Mother tongue, Professional Fluency*

**English** *Professional Fluency*

**Greek** *Good*

**COMPUTER SKILLS**

**Databases** *Intermediate*

**Word processing**  *Advanced*

**Graphics/Image/Photo** *Advanced*

**Financial Software** *Intermediate*

**Web browser/E-Mail** *Advanced*

**Presentation software**  *Intermediate*

**1 C** *Intermediate*

**EDUCATION QUALIFICATION**

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| **From** | **To** | **Institution name** |
| Sep-2006 | Jul-2011 | Priazovskiy State Technical University |
| **Type of Degree/Certificate** | **Main subject of study** |
| ***Diploma*** | ***Economics*** |

**EMPLOYMENT HISTORY**

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| **Position** | **Receptionist** |
| **Company’s name** |  **Hotel Reikartz** |
| **Period / City / Country**  | **May 2014 – May 2016/ Mariupol/ Ukraine** |
| **Responsibilities** | **- Oversee and direct the day to day operation of Front Office Department****- Maintain the overall efficiency of standards set****- Booking and placement of the guests****- Task preparing and departments activity control****-Promote positive work environment ,cooperative working climate, maximizing productivity and quality****- Handling quests complaints fallowing instant pacification procedures and insuring quests satisfaction****- To assist the Supervisor to ensure proper cashiering procedures are followed and accurately balanced****-Anticipating and monitoring quests needs, reactions and confer frequently with management to ensure quests satisfaction****- Communicate reservation/cancellation changes to management as they arise throughout the shift****- Successful completion of the training process, attending training and meetings when and where required** **- Be flexible and extend job duties to carry out any other reasonable duties****-Be committed to the quality and exceptional results** |

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| **Position** | **Material accountant and economist**  |
| **Company’s name** | **City hospital 8** |
| **Period / City / Country**  | **Jun 2016 – Dec 2017/ Mariupol/ Ukraine** |
| **Responsibilities** | **- Fuel, food, medical drugs and materials consumption control****- Take record on daily basis of any medical, food and drugs needs in accordance with each department** **- Assist in planning and purchasing on both current time and for a vast following period excluding any scale limits** **- Provide continuous readjustments in purchasing to be done upon nearest period in accordance with update prices and local legislation changes** **-Continuous economical planning and analysis of units activities****- Being knowledgeable of any write-off norms and carry them out to each department and executive colleagues to fix an accurate reports on monthly basis****- Taking on the full responsibility and provide any necessary information to checking and control executives****- Tasks urgent execution of State Medical Department placed in Kiev** **- To comply with local legislation as required**  |

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| **Position** | **Receptionist** |
| **Company’s name** |  **Oberoi Beach Resort, Al Zorah** |
| **Period / City / Country**  | **Jan 2018 – Till now/ Ajman/ UAE** |
| **Responsibilities** | * **To provide courteous, professional, efficient and flexible service at all times**
* **To have a full working knowledge and capability to supervise, correct and demonstrate all duties and tasks in the assigned Place of Work**
	+ - **To arrange professional business translator and interpreter.**
		- **To reconfirm flight tickets and handle flight arrangements.**
* **To have a complete understanding of the Income Audit Section in the Operations Manual and Policies & Procedures.**
	+ - **To handle foreign exchange transactions according to standard procedures.**
		- **To maintain regular contact with long stay and suite guests so as to ensure their stay is an enjoyable one, report guest’s feedback to immediate supervisor.**
		- **To follow up on guest comment and complaints.**
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**ADDITIONAL INFORMATION**

*I possess a valid car driving license and I can drive vehicles with manual transmission.*

*I`m in good physical condition with no chronic health problems.*

*I`m free from any disease or health condition that may prevent me from carrying out my assignment or may pose a threat to the health of others.*

**MAIN WORK PRINCIPLES I ADHERE TO**

I`m proactive and use good judgment when dealing with challenging situation

I act with professionalism and integrity

I`m used being transparent in my motives, methods and expecting results

I`m used to owning my mistakes and sharing my knowledge to prevent a repetition of the same error within my department

I work well both autonomously and within a team, displaying a positive approachable attitude