

MARIANA PROKOSHEVA

Ukrainian | Abu Dhabi, UAE | 971-50-8365328 | E-mail: mariella_77@mail.ru

Date of birth: 01.12.1983



ADMINISTRATION & CUSTOMER SERVICES PROFESSIONAL

PROFILE SUMMARY

Proactive senior administrative professional with experience in coordinating, scheduling, and providing follow-up notes for meetings. Proven experience in building strong and positive relationships with clients by developing a high level of professionalism with an aptitude to tactfully handle stressful and difficult situations in an efficient manner. Proficient in using various software, including word processing, spreadsheets, databases, and presentation software. Experienced in exercising sensibility, discretion, and diplomacy in handling all matters, pieces of information, and relationships, including confidential or sensitive information.

Core Competencies

Strategic Planning | Office Management | Team Management | General Administrative | Business Communications | Email and Calendar Meetings | Organizational and Time Management | Records Management | Financial & Administrative Services | Customers Satisfaction | Customer & Team Building Relationships | Issues Resolution & Process Improvement

Leadership Qualifications

- **Communication Expertise** – Excellent communication and problem-solving skills; ability to collaborate, manage and expand relationships across the organization and with all levels of the management.
- **Problem Solving** – Flexibility and adaptability to manage different situations and solve problems while working in a multicultural work environment. Capability to adapt to a dynamic, rapidly changing business and corporate
- **General Administration:** Expert in providing high-level administrative support, managing document flow, and efficiently handling top and confidential correspondence. Proficient in arranging meetings, screening telephones and emails, providing adequate responses, and transferring important emails and calls.
- **Multitasking:** Excellent organizational skills with innate proficiency to multitask; competent in prioritizing tasks, works well with little supervision.
- **Team Collaboration:** Ability to work independently and as part of a team to deliver quality work quickly in a fast-paced environment.

PROFESSIONAL EXPERIENCE

Telecommunications Agent (Rooms Department) | Dec 2022 to Present

Emirates Palace Mandarin Oriental Hotel, Abu Dhabi, UAE

- Managing large amounts of inbound and outbound calls promptly. Provide guests with accurate information over the phone, and input guests' requests promptly and accurately in the system. Logs all guests' queries.
- Handle guest requests and complaints via the chat system politely and efficiently, share information and instructions with relevant team members to ensure guests' satisfaction and maintain a record of preferences and complaints.
- Responsible for overall guest satisfaction by greeting guests with a warm, sincere voice and recognizing and anticipating individual guest needs while ensuring a complete follow-up.

Reservations and Enrollment Coordinator | Dec 2020 to Jan 2021

Kodland- International School of Digital Skills, Online Educational Platform

- Managed online support for clients through email correspondence and phone calls. Answered enquiries and resolved clients' problems during the assistance with the enrolment process.
- Involved in scheduling classes, assisted with payment procedures, cancellation enrolments and directed enquiries to the appropriate department.
- Worked with members of senior management to discuss new brand ideas and address critical issues.

Receptionist (Sales and Business Support Department) | Aug 2017 to Oct 2020

Infiniti and Nissan Cars Sales Department, Al Masaood Automobiles Company LLC, Abu Dhabi, UAE

- Welcomed visitors and existing customers, answered, or referred inquiries to the concerned department. Maintained employee and department directories.
- Managed vehicle requests and maintained a smooth process between departments to ensure the product delivery would be of a high standard to expand the revenue.
- Provided business support to the Sales Administrator and General Manager.
- Answered and screened all incoming phone lines in professionally and cautiously, transferred them to the appropriate person while providing basic information when needed.
- Coordinated with the sales team, to contact and confirm appointments with the customers. Delivered customer feedback to sales management by generating daily and weekly customer survey reports.

Guest Relations and Call Center Agent (Rooms Department) | Dec 2013 to June 2017
The Ritz-Carlton Grand Canal Hotel, Abu Dhabi, UAE

- Met and greeted guests in a professional and friendly manner, provided excellent customer service – went the ‘extra mile’ to exceed guest’s expectations.
- Rendered exceptional service to customers related to hotel facilities, entertainment options, and regulations. Enhanced the highest safety and professionalism standards by determining customers’ problems.
- Provided expert advice to the hotel’s guests regarding emerging trends and the competitive landscape by formulating reports and grounding amenities.
- Significant contributor in addressing proposals and complaints of guests as per instruction. Offered outstanding services, including responding to clients’ queries, and determining all concerns to meet customer expectations.
- Handled operations for multiple guests, such as VIPs, top corporate accounts, repeat, long stay, top travel agency and special occasions.

Administrative Assistant (Finance Department) | Sep 2008 to Jan 2012
Sofia Hotel, Kiev, Ukraine

- Provided excellent administrative support, developed presentation materials, prioritized incoming communications, and managed daily calendars.

EDUCATION

Diploma “Specialist in Finance”, National V.I. Vernadsky University, Simferopol Ukraine | 2006

Certifications and Licenses

Certificate of completion of “Business English” Online Course

European School for Correspondence Courses “Charkow Beheer B.V.” Holland, 2021

International certificate for completion of “Executive Secretarial”

The City and Guilds of London Institute (REI), Abu Dhabi, UAE, 2017

International certificate for completion of “Financial Management”

American Institute of Business and Management, Abu Dhabi, UAE, 2016

Technical Skills

- Microsoft Office Applications: Microsoft Office (Word, PowerPoint, Excel)
- Graphics editor Adobe Photoshop
- OPERA Property Management System for Hotel
- Auto Line CRM

PERSONAL DETAILS

- Fluent in English, Russian, and Ukrainian
- International Driving License-UAE