

# YULIA KOVALENKO

Safety Team leader



## PROFILE

Motivated and innovative public relations professional worked in different positions throughout over 8 years of experience, seeking to take the next career step with a world-class reputation firm which can utilize my knowledge and skills in hospitality and customer service.

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ADDRESS

Muscat

NATIONALITY

Ukrainian

## AREAS OF EXPERIENCE

Guest Relation  
Business Development  
Quality Assurance  
Monitoring & Evaluation  
Teaching

## EDUCATION

**State Pedagogical University**

**2003-2008**

BSc (hons.) in Physics and Astronomy

**Diploma from specialist school**

**1993-2003**

Scientific content:

Maths, Physics, English Language, Russian, Ukrainian, Biology, Geography, Chemistry, Literature and Arts.

**No'13 Musical school**

**1993- 1997**

Musical instrument: Domra.

## Trainings

Handling difficult customers  
7 Rights in Logistics

Logistic Industry

Telephone Etiquette

Customer relationship management Front

Office skills course

Guest response

Complaints handling

Problem solving First

Aid

Hilton University On line Business

Courses (ONQ Insider)

## WORK EXPERIENCE

**American Logistics Company**

Safety Team leader | Sep. 2020 - Present

- Maintain broker files.
- Ensure service completion.
- Notify customers (brokers) of any delays or issues during the shipping.
- Handling complaints, claims and damages issues.
- Requesting and assisting for getting any assessorial charges from the brokers.
- Ensure documentation is accurately processed.
- Checking drivers and cars documentations validity.
- Assisting dispatch team if there is any issue arise with a broker.

**Sunrise Tiran & Beach Resorts | Sharm El Sheikh**

Guest Experience and Quality Supervisor | Apr. 2018 – April 2020

- Complaint's handling.
- Guest Service Center supervising.
- Following External audits (E -Cristal, F&B, H&S, Prevrisk and performing internal audits..etc).
- Social media handling.
- Ensure and provide flawless, upscale, professional and high class guest service experiences.
- Customer feedback analysis and overall rate improvement strategies. continuously improve overall rating.
- Respond to guests needs and anticipate their unstated ones.
- Expect and react promptly to guests' requirements and inquires.
- Actively listen and resolve guests' complaints.
- Oversee and coordinate all arrivals and departures of special guests.
- Coordinated and managed communication between guests and staff to ensure complete service recovery.
- Promote all amenities, conveniences and programs offered.
- Directing, coaching and managing guest relations team to ensure that all standards and operational procedures are adhered to.
- Appraise team's performance and produce reports.
- Representing the hotel at various workshops held at Sharm El Sheikh as a part of the hotel sales and marketing plan.
- Handle guest inquires received through booking.com as a part on my online

## COMPUTER SKILLS

ONQ System Hotel Operation  
Microsoft Office Word  
Microsoft Office Excel  
Microsoft Office Outlook

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## PERSONAL SKILLS

- High interpersonal communication and time management skills
- Responding positively to change and learn
- Excellent interpersonal, organizational skills
- Secretarial skills
- Problem Solving

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## INTERESTS

Sports  
Travelling  
Reading  
Music

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## LANGUAGES

Ukrainian	Native
Russian	Native
English	V.Good
Arabic	Basic

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## References

**Mohamed Said Khalil Operation**  
Manager Hilton Dreams  
mohamedsaid.khalil@hilton.com  
Phone: +201010600005

Tamer Gamal El-Dine  
HR Manager  
Sunrise Tiran & Beach Resort  
tamer.gamal@sunriseresorts.com  
Phone: +201111958885/+201124100004

## WORK EXPERIENCE

Hilton Sharm Dreams Resort | Sharm El Sheikh  
Business Development Sales Coordinator | Apr. 2017- Mar. 2018

- Prepared proposals, contracts and other documentation required for Sales Department.
- Accurately fulfilled documentation and administrative record.
- Developed and maintained data base of all contacts and contracts.
- Managed schedules, Documents and delivered relevant information inquired by Sales Department.
- Handled Processed of all orders with accuracy and timeliness.

**Hilton Sharm Dreams Resort** | Sharm El Sheikh  
Guest Relation Supervisor | Oct. 2014 - Apr. 2017

- Ensure and provide flawless, upscale, professional and high class guest service experiences.
- Customer feedback analysis and provide strategic direction to continuously improve overall rating.
- Respond to guests needs and anticipate their unstated ones.
- Expect and react promptly to guests' requirements and inquires.
- Actively listen and resolve guests' complaints.
- Oversee and coordinate all arrivals and departures of special guests (VIPs, SAs...etc.).
- Coordinate and manage communication between guests and staff and follow up to ensure complete service recovery.
- Promote all amenities, conveniences and programs offered.
- Direct, coach and manage guest relations team to ensure all standards and operating procedures are adhered to.
- Appraise team's performance and produce reports.
- Examine activities logbook, assign tasks appropriately and implement control schedule daily.

**Monte Carlo Hotel (Ex. Ritz Carlton )** | Sharm El Sheikh  
Guest Relation Agent | Jun. 2014 - Sep. 2014

- Handled daily check list.
- Took rounds around the reception, pool and the beach while taking guest's comments and feedbacks.
- Handled all guest's complain and making sure that they were resolved and the guests' departure was satisfying.
- Reinforced all authorities and measurements that needed to be taken to guarantee that all the VIP guest and those with problems were taken care of or compensated for complete and total satisfaction.

**Tez Tour Company** | Sharm El Sheikh  
Monitoring Agent | Mar. 2014 - Jun. 2014

- Excursions & Hotel guides inspection.
- Held reports in English language.
- Excursion guides, hotel's inspection and efficiency evaluation to raise the level of service quality.

**Talented children School** | Ukraine  
Physics and astronomy teacher (14-17 years students) | Aug. 2008 - Aug. 2012