

Dziyana IVANOVA

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Personal summary

Multilingual room-service specialist is highly successful at juggling multiple priorities while delivering superb service with a smile. Courteous service professional with a strong dedication to exceeding expectations. Having a background in fine dining and hospitality desires a role at a hotel.

Skill

- Hospitality background
- Five-star hotel experience
- Computer knowledge
- Self-organization
- Service-oriented
- Multilingual (English, Russian, German)
- Food and beverage services
- Fast learner

Work History

Room service operator, 10/2014 to 12/2014
Crowne Plaza Minsk - Republic of Belarus

- Took orders from hotel's guests
- Continually provided exceptional service to customers by being friendly, knowledgeable and accommodating
- Relayed food orders to cooks
- Was responsible for coordination of up to 5 servers in in-room-dining service
- Displayed enthusiasm and knowledge about the hotel's menu and products
- Consulted guests on menu items
- Improved customer service ratings through providing guests with excellent service Processed internal and external telephone calls
- Resolved service-related problems in a timely manner
- Verified that personal and payment information on guest accounts was accurate and complete
- Worked with documents and office programs

Customer service specialist, 07/2015 to 01/2016
Libertime Ltd. – Minsk, Republic of Belarus

- Face-to-face dealt with company's clients
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot

- Asked open-ended questions to assess customer needs
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- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner
- Developed reputation as an efficient service provider with high levels of accuracy.

Education

Bachelor of economics: Hospitality industry and catering, 2016 (stopped due to moving to USA) – Belarus State Economic University

Nesvizh Lyceum – Nesvizh, Republic of Belarus

Certifications

Certificate in “Management in the tourism industry”