

# Curriculum Vitae



<b>First name</b>	Irina
<b>Last name</b>	Sharova
<b>Date of birth</b>	30 <sup>th</sup> January, 1995
<b>Country of residence</b>	The Kingdom of Bahrain
<b>Country of birth</b>	The Russian Federation
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<b>Residence Status</b>	Residence Visa in Bahrain

## Objective Statement

Eager to take business to new heights together with Your company's team

## Education



<b>Dates of education</b>	August 2012 – August 2015
<b>Qualification</b>	<b>Bachelor Degree in Global Business Management</b>
<b>Institute Name</b>	BHMS Business Hotel Management School
<b>Location</b>	Luzern, Switzerland



<b>Dates of education</b>	Ongoing: June 2020 – March 2021
<b>Qualification</b>	<b>Data Analyst</b>
<b>Institute Name</b>	Netology Group
<b>Location</b>	Moscow, Russia

## Languages

English	Bilingual, fluent
German	Good
Russian	Mother tongue

## Information Technology Skills

- Microsoft Word, Excel, Power Point
- Google Docs
- Windows XP, Windows 7,8,10
- OPERA PMS; OPERA Sales & Catering
- Micros



## Work Experience

<b>Employment Date</b>	April 2018 – March 2020
<b>Job title</b>	<b>Events Executive</b>
<b>Employment Date</b>	March 2017 – April 2018
<b>Job title</b>	<b>Events Coordinator</b>
<b>Employer's website</b>	<a href="https://www.rotana.com/rotanahotelandresorts/bahrain/manama/artrotana">https://www.rotana.com/rotanahotelandresorts/bahrain/manama/artrotana</a>
<b>Name of employer</b>	ART Rotana Hotel W.L.L.

## Duties / Responsibilities

- To seal deals for conducting MICE / social events / weddings at the hotel premises
- Negotiating contract's clauses and prices in favor for both parties
- Conducting show around with recommendations of facilities for bookers / travel agents / suppliers
- Recommending suitable setups for different types of events according to the guest's needs and wishes
- Assisting guests from the first call / meeting up until the end of the event, collecting feedback and keeping in touch afterwards to attract more potential bookings
- Creating action plan for the related departments, conducting communication meetings and supervising the execution of the plan
- Monitoring effectiveness of the pricing strategy for event packages
- Achieving revenue goals personally and together as a team
- Conducting daily briefings and trainings for the team
- Delegating, launching and monitoring reports and administrative work of the department
- Maintaining high score in received mystery calls/visits



<b>Employment Date</b>	February 2016 – February 2017
<b>Job title</b>	<b>Front Desk Agent</b>
<b>Employer's website</b>	<a href="https://www.rotana.com/rotanahotelandresorts/bahrain/manama/artrotana">https://www.rotana.com/rotanahotelandresorts/bahrain/manama/artrotana</a>
<b>Name of employer</b>	ART Rotana Hotel W.L.L.

#### **Duties / Responsibilities**

- Performing check-in, check-out for groups and individuals and VIPs
- Coordinating with guest services for guests' preferences and allocating rooms accordingly
- Launching reports, creating effective follow up systems with the team
- Attending to the guests' needs during the stay and communicating to the team
- Performing show around of the hotel facilities for the guests
- Promoting and Enrolling guests to the loyalty program
- Informing guests of hotel's current promotions
- Performing trainings for the colleagues
- Maintaining high results during mystery guest's visit
- Handling cash allowance



<b>Employment Date</b>	December 2013 - December 2014
<b>Job title</b>	<b>F&amp;B Ambassador</b>
<b>Employer's website</b>	<a href="http://www.ajmansaray.com">www.ajmansaray.com</a>
<b>Name of employer</b>	Ajman Saray, a Luxury Collection Resort, Ajman, UAE

#### **Duties / Responsibilities**

- Greeting and assisting VIP guests in-house, showing around the facilities, advising outlets, accepting and confirming restaurant reservations
- Preparing and communicating action plan to related departments prior to the VIP's arrival. Ensuring correct execution
- Receiving and confirming bookings for private celebrations at restaurants
- Creating new locations for celebrations at the hotel premises such as beach and other romantic places
- Promoting existing offers of the hotel
- Attending to the needs and special requests of guests dining in the restaurants
- Receiving feedback and handling complaints in a diplomatic, professional manner. Communicating all related information to the restaurant's team
- Preparing and launching reports
- Conducting trainings for the restaurant teams



<b>Employment Date</b>	February 2013 - August 2013
<b>Job title</b>	<b>F&amp;B Trainee</b>
<b>Employer's website</b>	<a href="http://www.continental-zurich.hotel-rn.com">www.continental-zurich.hotel-rn.com</a>
<b>Name of employer</b>	Hotel Continental Zurich MGallery by Sofitel
<b>Location</b>	Zurich, Switzerland

#### **Duties / Responsibilities**

- receiving reservations, arranging seating, greeting guests
- Serving guests in All Day Dining / a la carte Restaurant / bar/ Room Service
- Organizing the back area of the restaurant by placing mise en place, cleaning, arranging name tags, receiving linens, restocking the bar area
- Promoting existing offers of the hotel
- Checking hotel occupancy prior next shift to calculate expected covers; Closing cashier system after service hours.



<b>Employment Date</b>	June 2012 - August 2012
<b>Job title</b>	<b>F&amp;B Trainee</b>
<b>Employer's website</b>	<a href="http://www.courtyardirkutsk.ru/">www.courtyardirkutsk.ru/</a>
<b>Name of employer</b>	Courtyard by Marriott Irkutsk City Center
<b>Location</b>	Irkutsk, Russia

#### **Duties / Responsibilities**

- Greeting and hosting guests in All Day Dining Restaurant, banquet hall
- Setting and preparing back area: placing mise on place, cleaning

#### **Hobbies and interests**

Psychology, yoga, fitness, self-development

#### **Miscellaneous**

IELTS English test with a score 6,5

Attended a German language school in Hannover for 2 months

Attended an American High School in California for 2 months

Won 3 bronze medals in Aerobics competition.

Participated in 8 km Marathon in Luzern, Switzerland

## References

### **Fatma Youssef**

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### **Pieter Bonnema**

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