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|  **C:\Users\User\Desktop\IMG_1968.JPGRIMMA**  **ABULKHANOVA****Dubai, UAE | Tel: +971 529677643 |reema16111983@gmail.com**  **Personal Assistant / executive assistant / BUSINESS MANAGEMENT / tourism / sales*** **Personal & Executive Assistant:** Almost 05 years proven track record for high level of customer satisfaction.
* **Business Management:** Result-oriented, innovative and analytical leader, having developed and implemented systems and processes for higher quality and customer service

**Professional Experience****DESERT GATE****Experience Advisor February 2015 – present *Dubai, United Arab Emirates**** Guide and inform the guests about the Country, Hotel, Excursions program.
* Advise and sell trips, excursions and other entertainment for the guests.
* Achieving the sales target in excursions and focus on increasing sales.
* Maintain good relationship with providers and suppliers of all the trips.
* Build and maintain customer relationships in order to provide excellent service.
* Monitor sales and generate a daily sales report.
* Resolve customer complaints effectively, either by dealing with them personally or passing them on to the manager.
* Communicate with guests to assess their needs, provide assistance in satisfying those needs.
* Making transfers to and back from the airport.

**BIBLIOGLOBUS & VOYAGE** **Sales Manager March 2011 - February 2015*****Agiya Napa, Cyprus**** Managing and training a hardworking, results-oriented sales force.
* Represented the firm at sales shows and exhibitions.
* Communicated with clients and merchants to improve and develop business relationships cordially, in addition to maintaining constant follow-up on their feedback.
* Helped in resolving critical issues related to sales, and escalated important matters to upper management.
* Prepared client surveys for sales projects – Evaluated several areas of improvements in current sales techniques.

 **LABIRINT****Supervisor of the Destination 2010 – 2011****Helsinki, Finland*** Managed stock mix and levels and merchandise presentations to maximize buyer experience.
* Worked with Human Resources in selection hiring training and evaluation of personnel.
* Coordinated with other department supervisors and management to design department and sales objectives.
* Supported General Manager in the administration of inventory control.

 **PEGAS TOURISTIC - Holiday Club****Executive Assistant 2007 -2010****Antalya, Turkey** * Conduct research to prepare, gather, and proof briefing materials, agendas, and decks for all executive-level meetings.
* Develop and maintain alert system for upcoming deadlines on incoming requests, projects, and events.
* Assist with team building initiatives and overall support for maintenance of organizational culture and employee morale.
* Distribute company-wide announcements, book conference rooms, and coordinate catering for annual staff development forum.
* Locate and attach appropriate files to incoming correspondence requiring replies.

**RMA Developments****Personal Assistant 2005 - 2006****Melbourne, Australia** * Overseeing the smooth and efficient running of all aspects of the office.
* Leasing with couriers, dispatch teams and managing the post in and out.
* Establishing stationary requirements for the office.
* Identifying the training and development needs of the staff.
* Coordinating and communicating activities for the office, including all employee events.
* Maintaining executive calendars and meeting agendas, preparing materials used in executive presentations and make travel arrangements.
* Organizing and maintaining files and office libraries of books, papers and digital media.
* Researching and preparation of reports - delivering key projects to tight deadlines.
* Negotiating with suppliers, purchasing supplies, maintaining leased equipment and managing stockrooms.
* Training new staff members.
* Arranging travel bookings.

**COURSES – CERTIFICATES****English & German Translation****General Management** **Customer Service & Public Relations** **Psychology and Social Personality** **ACADEMICS****Omsk state university****Master Degree of Foreign Language** ***Omsk, Russia* 2000 - 2005** | **Personal Data****Date of Birth***16th Nov 1983***Nationality***Russian* **Marital Status***Single***Current Residence***Dubai, UAE* **Competencies****ADAPTABLE** **POSITIVE** **OPEN TO NEW IDEAS****Quick Learner****Flexible to changing environments****Excellent Communication Skills** **Reliable Team Play** **Excellent Sales planning****Organizational and Managerial Skills** **Analytical and Logical Thinking****Learning and Development****Customer Service Course***Building a Department**Communicating**Defining Service**Fixing Problems*  *Tools of the Trade***linguistic SKILLS****Russian** *Native Speaker***English****German****Turkish***Fluent Communication***Arabic****Greek***Elementary Level* **Computers****ICDL***International Computer Driving License**Excellent MS skills*  |