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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* |