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With 17 years of experience, I have demonstrated expertise in managing comprehensive supply chains, coordinating with international partners, and ensuring seamless operations from origin to destination. My roles have required meticulous attention to detail, effective communication, and the ability to resolve complex issues efficiently.

In the hospitality sector, I have a proven track record of enhancing guest satisfaction through exceptional service and effective management of reservations and bookings. My experience in sales coordination has equipped me with the skills to negotiate effectively with corporate clients, develop promotional offers, and drive business growth.

Expertise includes

Multi-Property Reservation Agent
Sales Coordinator (Hotels)
Guest Relations
Logistic Operations Coordinator

Import & Export Coordinator
Freight Forwarding Process
Specialist
Pricing Strategies, Marketing

Strategy
Account Receivable Specialist
Relationship Officer



PROFESSIONAL EXPERIENCE



STS LOGISTICS TRANSPORT LLC - • 2018 - 2024

Director Logistics Cargo (Operations coordinator)

- Implemented a systematic approach to handle freight inquiries, resulting in quicker response times and increased accuracy in providing quotations for SEA, AIR, and LAND services.
- Successfully coordinated with clients and carriers to arrange shipments, ensuring timely and efficient delivery, leading to enhanced customer satisfaction and repeat business.
- Negotiated competitive freight rates and carefully selected carriers or freight forwarders, resulting in cost savings for the company while maintaining service quality.
- Managed all aspects of transportation logistics seamlessly, from the point of origin to the final destination, optimizing routes and ensuring smooth operations throughout the supply chain.
- Ensured meticulous processing of import/export customs declarations and generated all necessary shipment documents with precision, including Bill of Entry, Airway Bill, and Bill of Lading, minimizing the risk of delays and errors.
- Maintained organized records for all shipments, verifying the accuracy and completeness of shipment-related documents, facilitating efficient tracking and retrieval when needed.
- Interacted closely with customers to arrange shipments, consistently meeting their requirements and

exceeding expectations, fostering strong relationships and earning positive feedback.

- Demonstrated expertise in understanding and applying shipping incoterms for freight shipments, ensuring clarity and compliance in contractual obligations, contributing to smoother transactions and reduced disputes.
- Developed and implemented training programs for new employees, ensuring they quickly become productive team members.



Retal L.L.C • RUS • 2014 –2018
Account Receivable in Logistic department

- Produced aging reports, Days Sales Outstanding (DSO) analysis, and cash collection summaries to support decision-making across all operational areas.
- Examined and interpreted financial records to compile comprehensive reports and reconcile financial data accurately, ensuring transparency and compliance.
- Utilized quantitative and qualitative analyses to forecast losses and earnings with a high degree of accuracy, investment decisions.
- Facilitated annual audits, compilations, and reviews by preparing detailed financial reports and recommending remediation and corrective measures to ensure compliance and financial health.
- Reviewed documentation such as VAT invoices, purchase orders, contracts, and tax credit notes to ensure accuracy and compliance with regulations policies.
- Monitored customer adherence to credit terms and facilitated timely settlement of payments, contributing to improved cash flow management and reduced outstanding balances.
- Implemented automation in internal accounting processes, reducing the time required for bookkeeping and reconciliation by 20%, enhancing efficiency and accuracy.
- Restructured the miscellaneous cash receipts recording system, resulting in a 15% decrease in accounts receivables and improved financial reporting accuracy



PAC GROU LLC • RUS• 2012 –2014
Customer Relationship Manager

- Managed and executed CRM strategies to improve customer loyalty and increase sales.
- Analyzed customer data to develop targeted and effective marketing campaigns.
- Collaborated with cross-functional teams to ensure seamless integration of CRM systems with other business processes.
- Trained and mentored team members on efficient CRM system usage.



Holiday inn • RUS • 2009 –2012
Reception & reservation manager

- Accountable for maximizing revenue by converting reservation enquiries in accordance with the hotel selling strategy, and providing an excellent standard of customer service.
- Answered all incoming reservation enquiries, by telephone, fax or email, in a timely manner, to the agreed departmental standard, and wherever possible converted them into bookings.
- Adhered to the minimum rate / minimum stay selling strategies, as implemented by the revenue team, whilst always attempting to gain the highest possible revenue advantage for the hotel.
- Inputted reservations into Opera reservation system, ensuring all details are accurate and

complete in line with agreed departmental standards.

- Updated any special requests and billing details in Opera.
- Gave a polite and friendly response to all incoming telephone enquiries.
- Was fully aware of the hotels facilities and passed information on to the customers, and maximized hotel revenue by taking every opportunity to up-sell products and hotel services wherever possible.
- Processed all enquiries and reservation confirmations on the same day as receipt.
- Maintained accurate filing systems for all correspondence within the department.
- Built a good rapport with customers / regular bookers on the telephone to encourage future loyalty and business opportunities.
- Identified potential sales leads for the sales team to develop future accounts.
- Was aware of the hotels financial targets and the contribution made by the reservations team in achieving those targets.
- Ensured a high degree of personal skills, accuracy and attention to detail, and a positive attitude.
- Performed as part of a team, assisted colleagues where necessary and carried out relevant duties as requested by the Reservations Supervisor and Regional Director of Revenue.



SRETENSKAYA HOTEL • RUS • 2008 –2009 ***Sales Coordinator***

- Worked in team with commercial manager.
- Developed of hotel business for the corporate and leisure group segments.
- Negotiated room rates/packages with corporate clients.
- Prepared special offers, promotions for corporate and individual clients.
- Attended sales meetings and events.
- Produced reports for the commercial department about appointments, made calls, potential leads.



EDUCATION

Russian State University of Tourism and Services - Master's degree in tourism, social and cultural services.



ADDITIONAL SKILLS



Microsoft office, 1C, SBIS, Ability to work under pressure, Time management, Decision making, Prioritize Workload

Russian Native



English Advance

