**DANIYA SAINOVA**

 Sales manager

 ASTANA (relocation possible, readiness for business trips)

** CONTACTS**

 ****+7(778) 8916175

 dako090390@mail.ru

**DESIRED SALARY**

1500 $

Full employment

 Full day

 **LANGUAGES**


 English pre-intermediate,

 Turkish В2, Russian С2

 **COMPUTER SKILLS**

 Print, scan,

 copying documents

Microsoft Word Microsoft Excel Microsoft Power Point 1С-8,2

LotusNotus

Outlook

AmoCRM

SAMO-tour

U-ON Travel> Elektra7-8> SEDNA>OPERA
Partner sites of Tour Operators

Kazakhstan

Russia

**PERSONAL INFORMATION**

Citizenship: Kazakhstan

Date of birth: 9 March 1990

 Gender: Female

Relationship status: Single

#  WORK EXPERIENCE

**Tourism manager**

LLP Paradise Travel (Astana)

october 2019 – december 2020

-Monitoring prices in the tourism market

 -conclusion of contracts with foreign partners

 -advertising promotion SMM marketing -motivation for managers

 - implementation of the sales plan

 -functional duties of a senior tourism manager

# Front office manager

Bahi Ajman hotel (UAE)

february 2018 – august 2019

-Reservation of hotel rooms in the OPERA system

 -reception of incoming calls consultation and redirection to other departments

 -registering guests' documents upon check-in and issuing room keys

 -periodic housekeeping calls to clarify the finished numbers

**Tour guide**

Ukraine Europe

LLP Anex tour Thailand

 february 2017 - december 2017

 -Guiding tours of attractions and islands

 - acquaintance of tourists with the country, life, cuisine , traditions

 - meeting at the airport and escort to hotels, assistance with check-in

 -24 hour communication with tourists in case of emergency

# Guest Relations

Alva Donna hotel Turkey

april 2015 – november 2016

 -Help with various issues during their stay at the hotel

 -Interaction with all hotel services in order to provide a high level of service

 -Tracking received from hotel guests and timely feedback on received reviews

 (on the sites Booking.com, TripAdvisor, Tophotels)

 -Giving compliments, organizing events from the hotel

 (congratulations on honeymoon, birthdays, anniversaries)

 -Reporting a progress report in SEDNA

 **Tourism manager**

LLP Gulnar Tour (Aqtobe)

may 2013 – april 2014

 -Reservation and formation of the tour

 - full preparation of the tour package

 - air tickets, insurance, voucher, hotel, visa -processing applications and consulting

 tourists

 -study in new directions (countries)

 **EDUCATION**

 **Aqtobe University named after Baishev**

 Hospitality and Tourism (2013, full-time education)

  **COURSES AND TRAININGS**

 **English courses**


# Aceras Training Center, Aqtobe

# 2013, duration 18 months

**Flight booking and issuing courses**

Amadeus

2014,duration 15 days

**Training "Startup projects"**

 DAMU Foundation

 2015,duration 2 days

#  Seminar-training for small and medium-sized businesses

NPP RK Atameken

2017,duration 4 days

 **Sales Technique Course in Turkey, Dominican Republic , Armenia, Azerbaijan**

Pegas Touristik

2020,duration 2 days

  **ADDITIONAL INFORMATION**

 **Recommendations:**

 LLP Paradise Travel director Ualieva Kuralai 87017560407

 **Your free time activities:**

 Swimming, yoga, running, reading books, fiction, marketing, detective stories

**Personal qualities:**

Lack of bad habits, energy, initiative, independence, responsibility, communication skills, quick learning