

**DANIYA SAINOVA**

Sales manager

 ASTANA (relocation possible, readiness for business trips)

** CONTACTS**

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[dako090390@mail.ru](mailto: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