

# Шелудько Наталия

## ПЕРЕВОДЧИК АНГЛІЙСКОГО ЯЗЫКА

⌚ 30 вересня 2020 ⚽ Місто: [Київ](#)

Вік: 42 роки

Режим роботи: віддалена робота, разова робота, додатковий заробіток

Категорії: Наука, освіта, переклади, Інші пропозиції

Перебуваю в шлюбі  Є діти

[Увійдіть](#) або [зареєструйтесь](#) на сайті як роботодавець, щоб бачити контактну інформацію.

### Опис

**Nataliia Sheludko**

### ◆ PERSONAL SKILLS

Excellent interpersonal skills, positive attitude in sharing of work priorities, planning and organizing, strong written and oral communication abilities, willingness to learn from others, ability to establish and maintain effective working relations in a multi-cultural and multi-ethnic environment with respect for diversity, responsible, hardworking, flexible and patient.

### ◆ PERSONAL DATA

Date of birth: December 05, 1983

Nationality: Ukraine

Marital status: Married

Children: Daughter 01.03.2011

### ◆ EDUCATION

Period September 2002 – June 2007

Name of educational institution Kyiv National Taras Shevchenko University

Area of specialization English and Azerbaijani Philology and Interpretation

Grade obtained (qualification) Master degree in Philology, teacher-researcher of Azerbaijani and

English languages and foreign literature, interpreter

### ◆ ADDITIONAL EDUCATION

Period September 2005 – May 2006

Name of educational institution **British Council in Kiev, Ukraine**

Period December 2007 – May 2008

Name of educational institution **State Enterprise-Training and Consulting Center for Tourism**

**(Sales and Agent of Tourism)**

## ♦ WORK EXPERIENCE

February 2018 – April 2020, Phuket, Thailand **Vacation Club “Club Unique”**

### **Reservation Manager**

#### **Duties:**

- Liaising with central reservations to communicate new rate plans and promotions
- Liaising with travel agents, the revenue manager and the rooms division manager
- Assisting the sales team in setting their rates
- Maintaining the in-house reservations systems
- Collaborate with maintenance and operations department to resolve all guest issues and maintain inventory of all guest rooms.
- Collaborate with staff development and provide require feedback and assist to answer all incoming calls and manage all online inquiries.
- Oversee reservation administration and provide update to reservation systems and process all requests and manage inventory of all processes and recommend ways to maximize revenue.

March 2015 – December 2017 Pattaya & Phuket, Thailand **Entertainment Business – “Galaxy Night Club”**

### **Manager (nighttime schedule)**

#### **Duties:**

Recruiting, training, and scheduling staff.

Ensuring all health and safety standards are met.

Overseeing the day-to-day operation of the nightclub.

Producing creative promotions.

Managing food and beverage inventory and sales.

Booking entertainment.

Handling customer concerns and complaints

July 2014 – March 2015 Thailand, Pattaya **Dive Center “Pattaya Safari”**

### **Operation Manager**

#### **Duties:**

- Plan and control budget and inventory
- Organize sales operations
- Determine strategic planning related to new product lines
- Respond to inquiries or complaints and resolve problems
- Manage contracts for advertising or marketing strategies
- Hire, train and supervise staff.

**May 2014 – Moving with Family from Ukraine to Thailand**

October 2005 – January 2013 Kiev, Ukraine **Tour operator “Ilves Tour Ukraine” [www.ilvestour.co.ua](http://www.ilvestour.co.ua)**

### **Travel Agent 2005 – 2008**

### **Sales Manager 2008 - 2010**

### **Operation Manager 2010 - 2013**

#### **Duties:**

- Provide travel information to clients regarding destinations, transportation and accommodation options and travel costs, and recommend suitable products
- Plan and organize vacation travel for individuals or groups
- Make transportation and accommodation reservations using computerized reservation and ticketing system
- Sell single fare tickets and package tours to clients
- Promote particular destinations, tour packages and other travel services
- Investigate new travel destinations, hotels and other facilities and attractions

- Provide travel tips regarding tourist attractions, foreign currency, customs, languages and travel safety.
- Plan direct and evaluate the activities of sales departments in commercial, industrial, wholesale and retail and other establishments
- Organize sales operations
- Determine strategic planning related to new product lines
- Lead sales team in building relationships with business clients and manage negotiations of sales contracts
- Recruit, organize, train and manage staff
- May work with the marketing department to understand and communicate marketing messages to the field.
- Prepare budgets and monitor revenues and expenses
- Participate in the development of pricing and promotional strategies
- Negotiate with suppliers for the provision of materials and supplies
- Negotiate with clients for the use of facilities for conventions, banquets, receptions and other functions
- Recruit and supervise staff, oversee training and set work schedules
- Resolve customer complaints.

#### ◆ **LANGUAGE SKILLS**

Russian/ Ukrainian native speaker

English advanced

#### ◆ **COMPUTER SKILLS**

Good skills in MS Office Applications: CRM & SPI systems, Microsoft Word, Microsoft Excel, Microsoft PowerPoint; Internet, Adobe Acrobat, Outlook Express, Zoom conference.

#### ◆ **LICENSES AND CERTIFICATES**

- Driving license

#### ◆ **INTERESTS AND HOBBIES**

Traveling, music, leisure, cooking