



NAIDA ZAKARIAEVA

Looking for a competitive environment to apply my extraordinary skills and to take them to a higher level with self confidence , passion and patience. And to give all of my experience to the organization that I will belong to and make sure to put all of my effort in this.

WORK EXPERIENCE

MANAGER OF TRAVEL AND TOURISM DEPARTMENT

Al Hoot Al Azraq, *Dubai, UAE.*

January 2021- Present

- Accomplishing department objectives by managing staff
- Planning and evaluating department activities
- Maintaining staff by recruiting, selecting, orienting and training employees.
- Compiling weekly and monthly reports
- Managing the reservation system
- Holding meetings with sales managers in the hotels and signing contracts with them
- Making and publishing advertisements
- Developing personal growth opportunities

TRAVEL MANAGER

Prive Travel Concierge, *Dubai, UAE.*

August 2019 – January 2021

- Providing customers with accurate confirmations on the same day as their booking is processed.
- Managing the reservations system.
- Trouble-shooting with clients and agents with regards to booking issues.
- Giving guests accurate travel information and directions.
- Managing the reservations department.
- Compiling weekly and monthly reports
- Facilitating the sales, promotion, and bookings of the company's products and services.
- Being fully conversant with the facilities, services and special promotions offered by the company.

SALES LADY

Tommy Hilfiger, Apparel Group, *Dubai, UAE*

November 2018 – July 2019

- Greeting & welcoming all potential and existing customers to the store.
- Matching the customer's needs to the right product.
- Willing to approach customers and able to close a sale.
- Working as part of the sales team providing excellent customer service.
- Taking customer payments in cash or via credit cards.
- Adherence to all Company policies and procedures.
- Maintaining very high merchandising standards.

SALES PROMOTER

Cosmetics, Perfumes and food brands, *Russia*

8 Months

- Support product sales by executing promotional program
- Push sales for perfume and cosmetics collection in fragrance department
- Organize inventory and keep records of daily transactions
- Make sure all products are in good condition
- Achieved over sales quota in performance promotion

PHOTO MODEL

Vogue Model Dagestan, *Russia*

1 Year

- Presented clothing, designs and products in commercials, runways, advertisements, and/or fashion shows.
- Maintained good relations with fashion customers to promote new products.
- Following strict routines of sport, diet, sleep and daily exercise to maintain great appearance.

WAITRESS

OOO Rosinter, *Russia.*

1 Year

EDUCATION

Faculty of Foreign Languages Russian Government University | 2014
General High School Certificate (Science Stream)

PERSONAL INFORMATION

Date of Birth : 29 April 1998

Nationality : Russian

Marital Status: Single

Languages : English and Russian

CONTACT

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Dubai, UAE

SKILLS

- Strong collaboration, influencing and problem resolution skills.
- Knowledge of selling techniques and merchandising.
- Innovative and persuasive.
- Aware of the latest market trends and up to date on product knowledge.
- Developing new customers.
- Excellent after sales service ensuring the customer has had a good experience.
- A real flair for selling.
- Ability to work shifts, including overtime, statutory holidays & Sundays.

ATTENDED TRAININGS

- Service excellence
- Customer Service
- Handling customer complains
- Changes and adaptabilities
- Amadeus Trainings
- TBO Academy time management training