



Adima Isengalieva

Front Office Associate

Experienced and enthusiastic Front Office Agent with 7 years of progressive experience managing comprehensive responsibilities in luxurious hotels with a keen understanding of high end clients needs and great record of enhancing the clients experience and exceeding their expectations along with training and mentoring staff

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📅 14 January, 1992

📄 Adima Isengalieva

WORK EXPERIENCE

Front Desk Agent

Paramount Hotel Dubai

12/2020 - Present

Hollywood themed hotel in Dubai with world class facilities

Dubai

Night Manager

Green Flow Hotel Rosa Khutor

04/2020 - 10/2020

The first and only well-being Hotel in Russia that is part of the Healing Hotels of World Association

Russia

Front Office Agent

Rixos Premium JBR

01/2020 - 03/2020

Dubai, UAE

F.O Team Leader Acting Duty Manager

Hyatt Place Dubai

12/2017 - 01/2020

Dubai, UAE

Butler

Velaa Private Island

11/2018 - 03/2019

Maldives

Food and Beverages Captain

Kempinski Emirates Palace

05/2017 - 11/2017

Abu Dhabi, UAE

Front Office Agent (Learning Coach)

Merit Crystal Cove Hotel Casino & Spa

06/2013 - 08/2014

Girne, Cyprus

EDUCATION

Diploma of Social Security Law and Organization

Volgograd College of Business

09/2008 - 07/2011

Volgograd, Russia

SKILLS

Opera

Micros

Fidelio

Up selling Key

Oriented Customer Service

Complains management

Effective Communication

Team work

Negotiation

VOLUNTEER WORK

Naked Heart Foundation Organization

Moscow, Russia

Naked Heart Foundation is helping build an inclusive society that is open to people with disabilities and special needs, through encouraging play and creation of free support services for affected families.

Tasks/Achievements

- Helping children without families, without possibilities or opportunities is one of my hobbies in order to bring a smile on their faces. Every time when I have the possibility to go and bring supplies, presents or educational items, I am more than happy to provide them with these basic needs, Everyone deserves a happy childhood

TRAINING

Handling Guest Complains (2018,2019)

Hyatt Place Bani Yas, Hyatt Place Dubai Wasl

Up-Selling Training (2019)

Hyatt Place Dubai Wasl

Communication Center Training (2018)

Hyatt Place Bani Yas

HONOR AWARDS

Top Performer Of The Month (08/2019)

Hyatt Place Dubai Wasl

LANGUAGES

Russian

Native or Bilingual Proficiency

English

Full Professional Proficiency