Eleonora Tokoeva

I'm an experienced with a demonstrated history of driving overall success and profitability, across several industries within my trusted roles. I've supported various Executives from Supervisors to General Managers, across the Middle East & CIS. I'm self-motivated, naturally personable, highly adaptable with a passion for building relationships and problem solving.

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Al Barsha, Dubai, United Arab Emirates  [linkedin.com/eleonorat](https://www.linkedin.com/in/eleonora-t-38004a4a/) 

**Nationality:** Kyrgyz

**Languages:** English, Russian and Norwegian

**Visa:** Resident Visa

**Driving License:** In Process

# WORK EXPERIENCE

## Indoor Sales & Reservation

LEVA Hotel and Suites, Mazaya Centre

***09/2019 – 02/2021*, *Dubai, UAE***

* Assisting at the front desk to smoothly process walk-in reservations and general Guest check in. *I was the only Russian speaking reservationist at a hotel which was very popular with Russians, who often had limited English. My professional and friendly nature ensured these Guests had a positive start to their stay with us.*
* Responsible for all reservation requests by email or phone call with a maximum response time of 4 hours.
* Answering enquiries, complaints and general requests, within a timely and professional manner.
* Coordinating and quality-checking that complete guest details are recorded, according to the Company’s Standard Operating Procedures.
* Ensuring that all guarantee letters and Travel Agent room lists, from Companies or Travel Agents without credit facilities, are received and approved by the Credit Manager prior to guest arrival.
* Checking all special guest requests are linked to the concerned reservation and ensuring the relevant departments have the necessary details, prior to arrival.
* Keeping close track on future availability of current occupancy status, future dates and all promotions in and around the Hotel, as well as the UAE.
* Pre-arranging Airport pick up and drop off for all guests upon request.

## Corporate Sales Manager

Jannat Hotels & Resorts - 5\*

***2016 – 2019, Kyrgyzstan***

* Generating and maintaining customers through various sales activities (face to face sales, telephone calls, entertainment, site inspection, etc.). By conducting tele-sales & sales calls, this would help meet and exceed my set revenue and sales targets
* Maintaining relationship with existing and new clients. There were several clients who insisted on dealing with me directly due to the strong working relationships I endeavor to build with each person.
* Closely monitoring my accounts revenues and business production for the corporate accounts.
* Account Management and Database Management in the company’s CRM.
* Having comprehensive and up to date knowledge of all the Hotel’s unique selling points, features, amenities, services and policies.
* Keeping close follow up on developments of our competitor hotels (occupancy, structural alterations, renovations, special campaigns, rate promotions, marketing efforts, theme events, etc.).
* Managing all Group reservations and some individual reservations personally
* Prepare reports of each sales calls covering information about the guests, their comments, requirements, complains, of their customers etc.
* Accomplishing any additional work assigned by my Department head within tight deadlines.

**Operations Manager**

Real Scale Model International

***2014 – 2016, Dubai***

* Assisting the Owner/President of the company with operations, HR and Financial tasks.
* Implement Payment management (accounts payable &amp; receivable) system.
* Organizing the logistic and attendance at trade shows City Scape Dubai and Abu Dhabi, Europe, USA, China and GCC.
* Identify new business opportunities based on market conditions and internal
* Developed and implement Management Procedures via set up of new CRM Pangea system
* Implement Payment management (accounts payable & receivable) system.
* Contributed and coordinated schedules implementation with the architects, in house graphic designers, editors and model makers.
* Cooperated with suppliers and vendors for a quality, row and primary products delivered on time.
* Assisting to manage existing/new relations to our exclusive clients like DAMAC, MZ Architect, Bloom, MAG, Property Majid Al Futaim, EMAAR Etc.

**Operations Manager**

Guest House

***2010 – 2013, Norway***

* Support and work with all Head of Departments in all aspects of running Guest House.
* Follow up the premises are in operative condition as per category of the unit to receive & serve the guests.
* Monitor the purchase / indent / requestions of each department, the accounts receivable (collection from debtors) and the accounts payable (payable to the vendors / suppliers etc).
* Dealing with Suppliers / Vendors for quality products involving Purchase Manager and providing performance assessment of vendors every quarter to Purchase.
* Inspecting all department with their respective Manager's for cleanliness, ambience, service readiness, staff grooming & hospitality culture.

**SKILLS**

Problem Solving

Critical Thinking

Working Under Pressure

Active Listening

Instructing

Judgement and Decision Making

Negotiations

System Analysis

Service Orientation

# EDUCATION

## Administration/Management Course

Robert Gordon University

*2013, UK*

## Bachelor Degree of Business Administration, Managerial Economics

Kyrgyz State University

*1997 - 2002, Kyrgyzstan*

**Sales and Marketing Course**

Business Professional Network (Switzerland)

*2018, Kyrgyzstan*

**CRM and E-Customer Relationship Management Course**

Russian Federation

*2018, Kyrgyzstan*